ORKIN INTERNAL USER'S GUIDE

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CHAPTER 1 - INTRODUCTION

ABOUT WEB BASED CUSTOMER REPORTING

This guide describes how to utilize the Web Based Customer Reporting System. This system includes three features: (1) A **Hierarchy** feature that provides a customer's administrator the ability to create and associate locations to the appropriate employee, (2) A **Customer Definition** feature that allows an internal Orkin user the ability to add new customers and create report groupings to provide specific report views, (3) A **Report Viewer** feature that allows an authorized user the ability to view, print and download reports.

There are two roles that will exist for an Orkin user. The roles are Internal Orkin Administrator and Internal Orkin Report Viewer. The Internal Orkin Administrator has access to the Administration component of the Customer Reporting application as well as the ability to view reports. The Internal Orkin Report Viewer will not have access to the Administration component. The viewer will only be allowed to view reports.

BROWSER REQUIREMENTS:

The PowerTrak Online Reporting site is best viewed using **Microsoft® Internet Explorer version 7 or 8, or Mozilla 3.x.** If you experience difficulties please email PowerTrak support at: PowerTrak@orkin.com

GETTING TO WEB BASED CUSTOMER REPORTING SITE

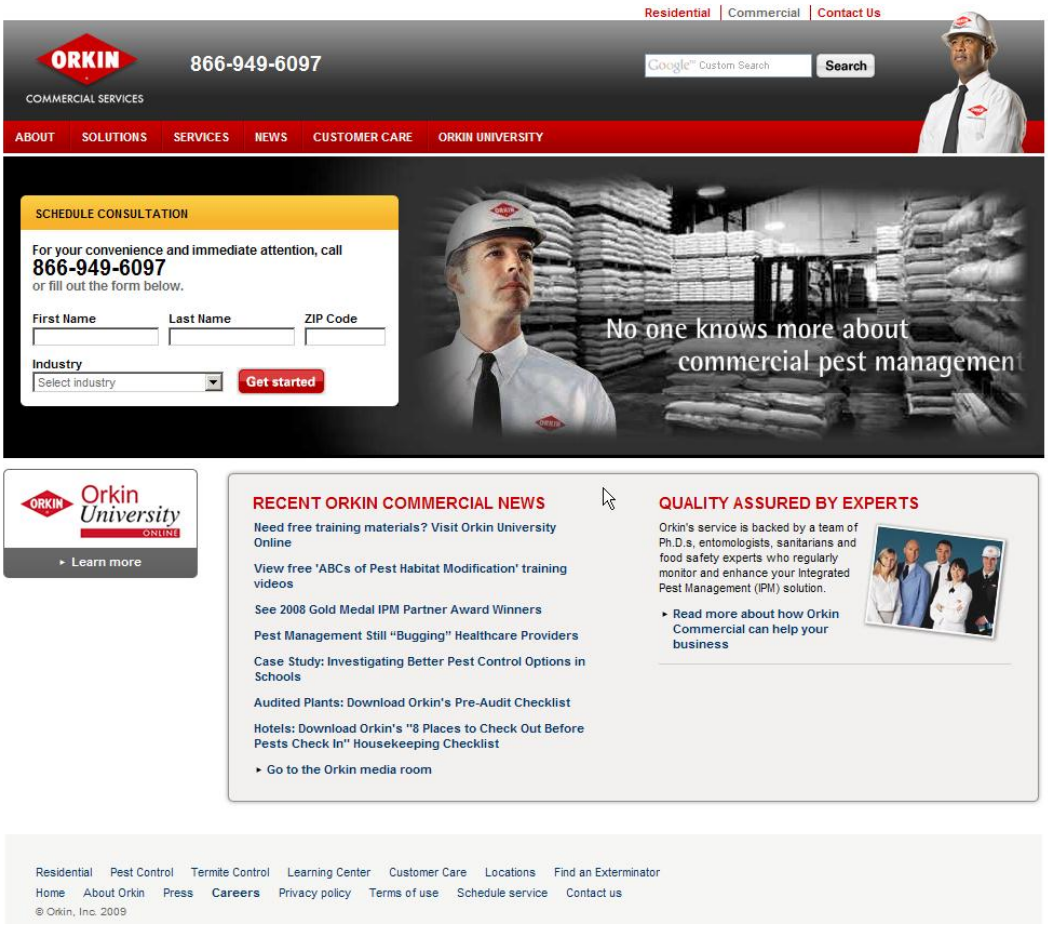
In order to get to the Web Based Customer Reporting site perform the following steps:

1. Receive the following email from CustomerReporting@Orkin.com

> Welcome to the Orkin PowerTrak® Reporting system. You have been added as a user by your Administrator. To view reports, you can login by visiting www.orkincommercial.com and clicking on the "Customer Care" tab. From this page, you will need to enter the following username and password that has been assigned to you. This email is from PowerTrak® Online Reporting, and is being sent to you by Orkin on behalf of your company's Administrator.
>
> **Username: xxxxxxxxx**
> **Password: xxxxxxxx**
>
> Thank You,
> Orkin Client Services
>
> (Please do not reply to this email. Any questions can be directed to your Administrator or to customercare@orkin.com.)

2. Click on the link in your email and open the Orkin Commercial Care site.

3. The Orkin Commercial Care screen will display.


Residential | Commercial | Contact Us
ORKIN
COMMERCIAL SERVICES
866-949-6097
Search
ABOUT
SOLUTIONS
SERVICES
NEWS
CUSTOMER CARE
ORKIN UNIVERSITY
SCHEDULE CONSULTATION
For your convenience and immediate attention, call
866-949-6097
or fill out the form below.
First Name
Last Name
ZIP Code
Industry
Select industry
Get started
No one knows more about
commercial pest management
Orkin University
ONLINE
Learn more
RECENT ORKIN COMMERCIAL NEWS
Need free training materials? Visit Orkin University Online
View free 'ABCs of Pest Habitat Modification' training videos
See 2008 Gold Medal IPM Partner Award Winners
Pest Management Still "Bugging" Healthcare Providers
Case Study: Investigating Better Pest Control Options in Schools
Audited Plants: Download Orkin's Pre-Audit Checklist
Hotels: Download Orkin's "8 Places to Check Out Before Pests Check In" Housekeeping Checklist
Go to the Orkin media room
QUALITY ASSURED BY EXPERTS
Orkin's service is backed by a team of Ph.D.s, entomologists, sanitarians and food safety experts who regularly monitor and enhance your Integrated Pest Management (IPM) solution.
Read more about how Orkin Commercial can help your business
Residential Pest Control Termite Control Learning Center Customer Care Locations Find an Exterminator
Home About Orkin Press Careers Privacy policy Terms of use Schedule service Contact us
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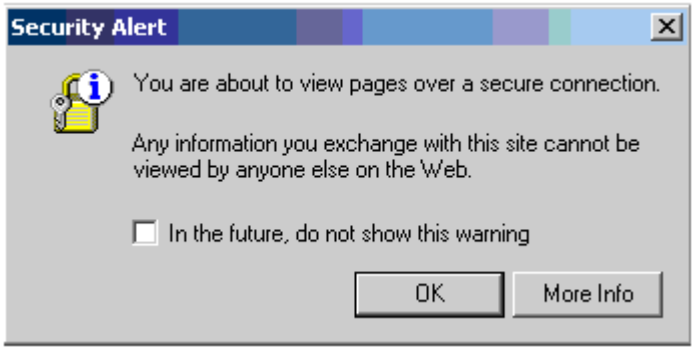
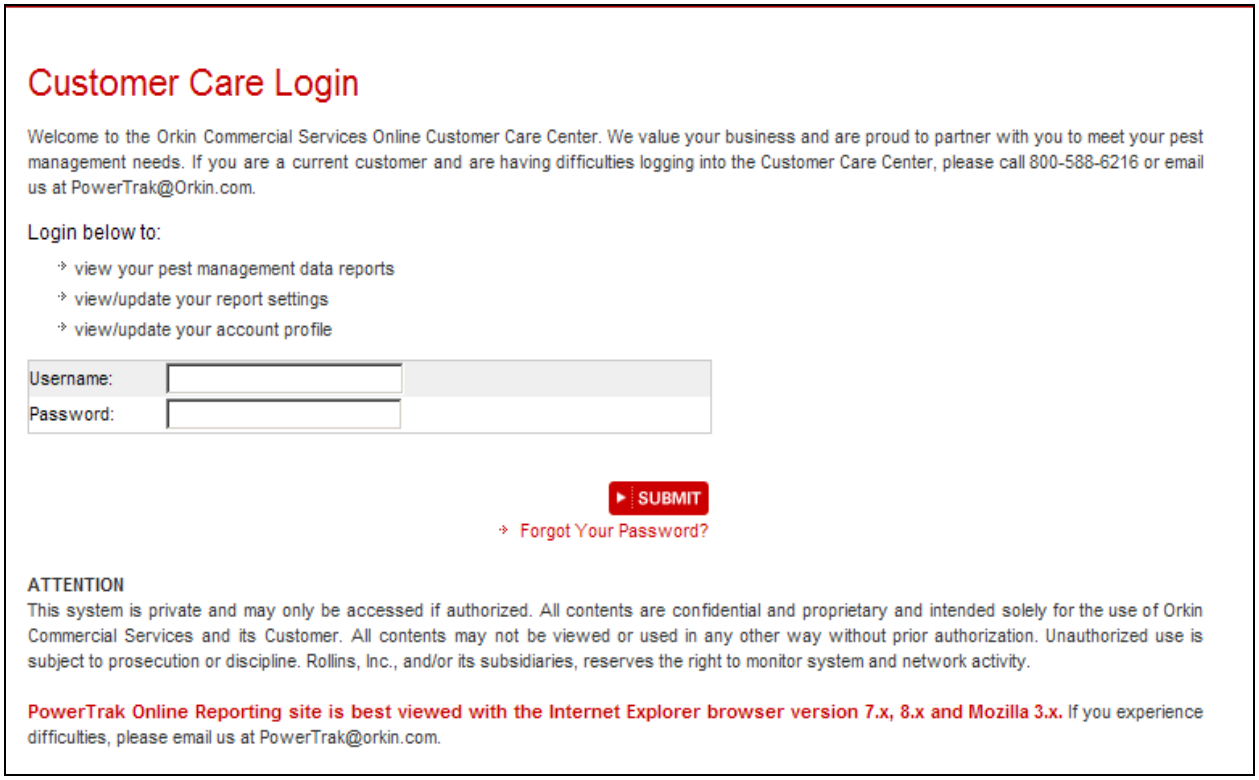
4. Click the Customer Care tab. The following message will appear: Click inside the box and a check mark appears. Click OK. The Security Alert message should not appear the next time you attempt to enter the Customer Care site.


Security Alert
You are about to view pages over a secure connection.
Any information you exchange with this site cannot be viewed by anyone else on the Web.
In the future, do not show this warning
OK
More Info

5. The Customer Care Login Screen displays.


Customer Care Login
Welcome to the Orkin Commercial Services Online Customer Care Center. We value your business and are proud to partner with you to meet your pest management needs. If you are a current customer and are having difficulties logging into the Customer Care Center, please call 800-588-6216 or email us at PowerTrak@Orkin.com.
Login below to:
view your pest management data reports
view/update your report settings
view/update your account profile
Username:
Password:
SUBMIT
Forgot Your Password?
ATTENTION
This system is private and may only be accessed if authorized. All contents are confidential and proprietary and intended solely for the use of Orkin Commercial Services and its Customer. All contents may not be viewed or used in any other way without prior authorization. Unauthorized use is subject to prosecution or discipline. Rollins, Inc., and/or its subsidiaries, reserves the right to monitor system and network activity.
PowerTrak Online Reporting site is best viewed with the Internet Explorer browser version 7.x, 8.x and Mozilla 3.x. If you experience difficulties, please email us at PowerTrak@orkin.com.

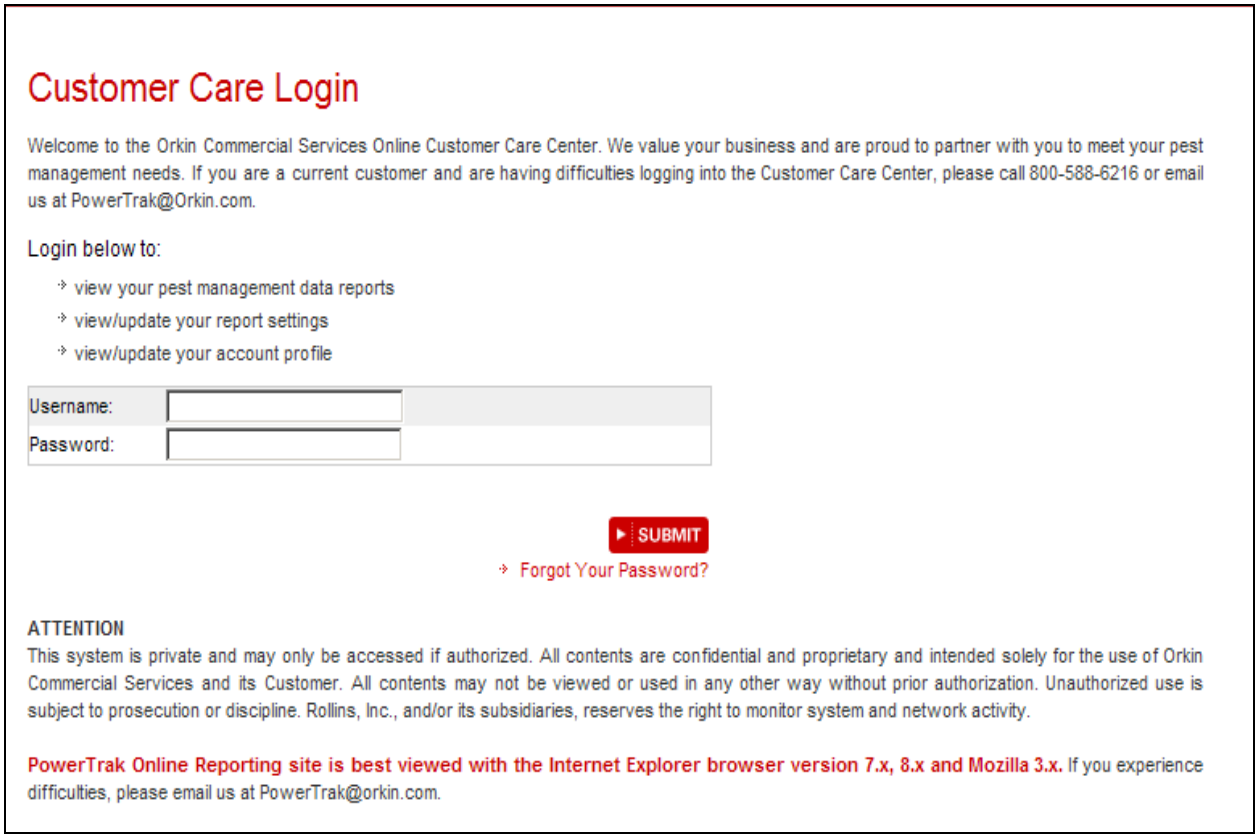
LOGGING INTO CUSTOMER REPORTING SITE:

When a new user logs into the Customer Reporting Application for the first time, use the User Name and password provided to you in the Welcome email referenced in the 'Getting to Web Based Customer Reporting Site section.' Perform the following steps:

Steps

1. On the Customer Care Login screen enter User Name.

2. Enter Password.


Customer Care Login
Welcome to the Orkin Commercial Services Online Customer Care Center. We value your business and are proud to partner with you to meet your pest management needs. If you are a current customer and are having difficulties logging into the Customer Care Center, please call 800-588-6216 or email us at PowerTrak@Orkin.com.
Login below to:
view your pest management data reports
view/update your report settings
view/update your account profile
Username:
Password:
SUBMIT
Forgot Your Password?
ATTENTION
This system is private and may only be accessed if authorized. All contents are confidential and proprietary and intended solely for the use of Orkin Commercial Services and its Customer. All contents may not be viewed or used in any other way without prior authorization. Unauthorized use is subject to prosecution or discipline. Rollins, Inc., and/or its subsidiaries, reserves the right to monitor system and network activity.
PowerTrak Online Reporting site is best viewed with the Internet Explorer browser version 7.x, 8.x and Mozilla 3.x. If you experience difficulties, please email us at PowerTrak@orkin.com.

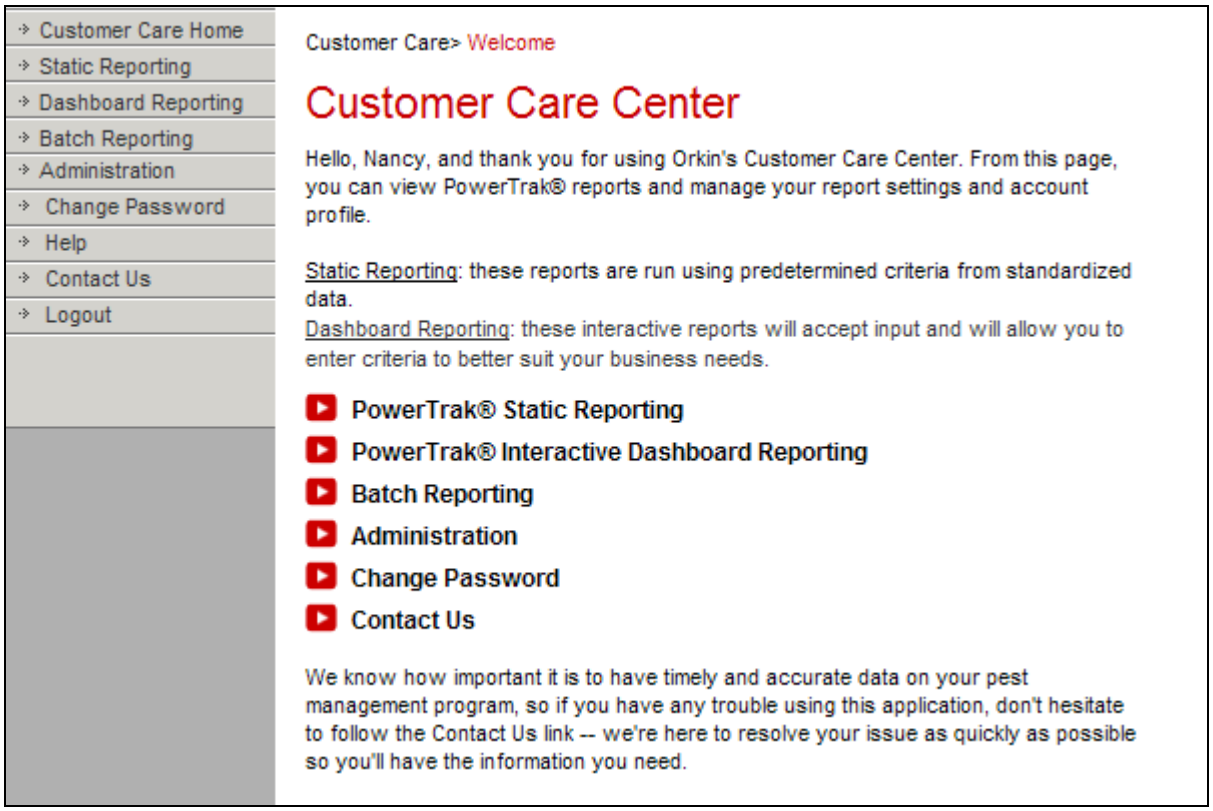
3. Once you are logged on, the Customer Care Center option screen will display with the following options depending on your role:

A) Internal Orkin Administrator:

- PowerTrak Static Reporting
- PowerTrak Interactive Dashboard Reporting
- Batch Reporting
- Administration
- Change Password
- Contact Us

B) Orkin Report Viewer:

- PowerTrak Static Reporting
- PowerTrak Interactive Dashboard Reporting
- Change Password
- Contact Us

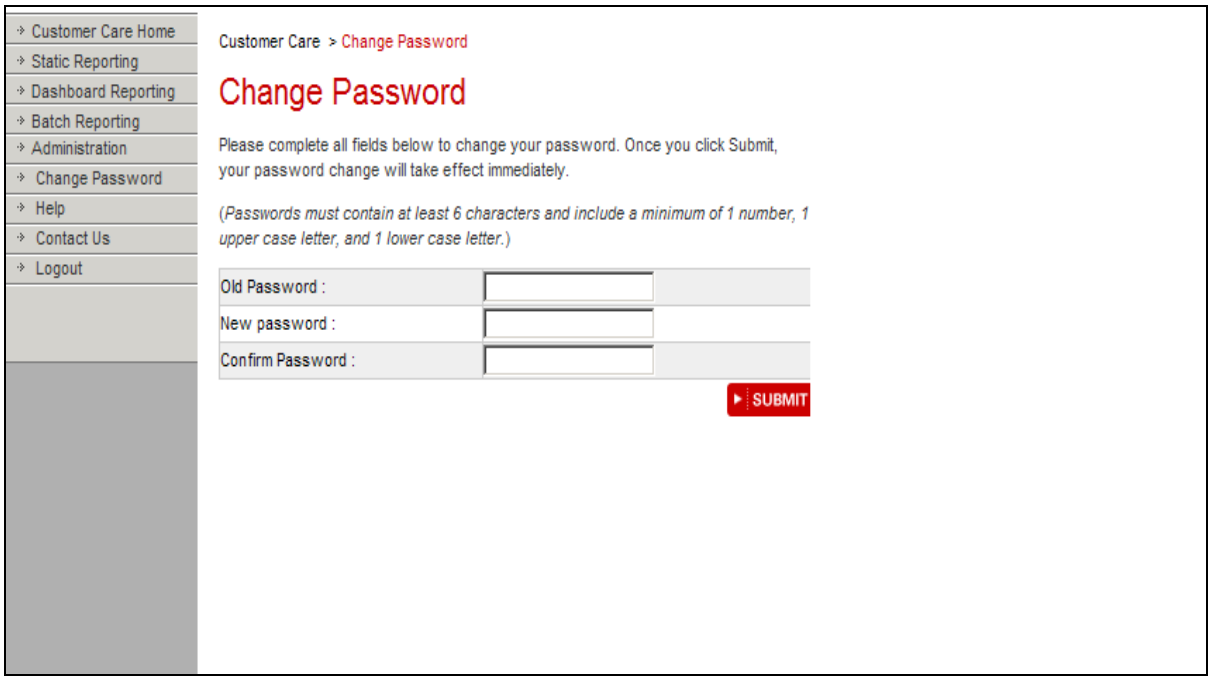

Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Batch Reporting
Administration
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

CHANGING PASSWORD:

To change your password, perform the following steps:

Steps

1. Click on the Change Password option on the Customer Care Center page.
2. The Change Password screen displays:


Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Customer Care > Change Password
Change Password
Please complete all fields below to change your password. Once you click Submit, your password change will take effect immediately.
(Passwords must contain at least 6 characters and include a minimum of 1 number, 1 upper case letter, and 1 lower case letter.)
Old Password :
New password :
Confirm Password :
SUBMIT

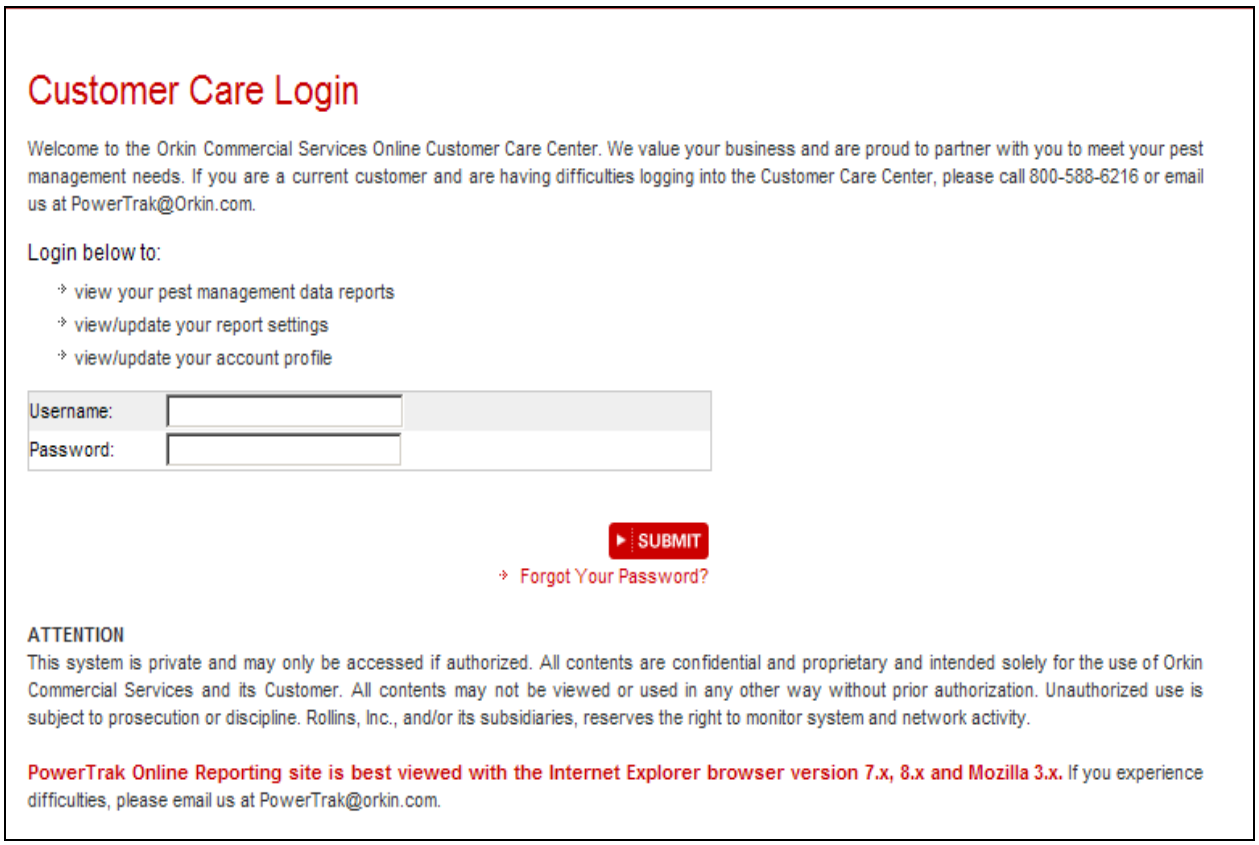
3. Enter the Old password.
4. Enter New password.
5. Confirm New password.
6. Click the Submit button. The following message displays: "Thank you. Your password has been successfully changed."

FORGOT PASSWORD:

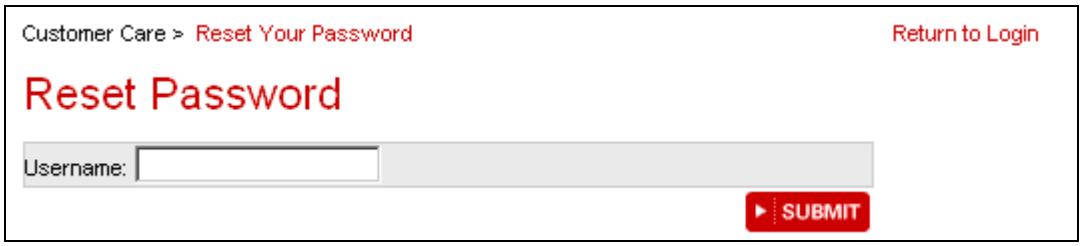
If you have forgotten your password, please perform the following steps to obtain your password:

Steps

1. On the Customer Reporting Login screen, click the Forgot Your Password option.


Customer Care Login
Welcome to the Orkin Commercial Services Online Customer Care Center. We value your business and are proud to partner with you to meet your pest management needs. If you are a current customer and are having difficulties logging into the Customer Care Center, please call 800-588-6216 or email us at PowerTrak@Orkin.com.
Login below to:
view your pest management data reports
view/update your report settings
view/update your account profile
Username:
Password:
SUBMIT
Forgot Your Password?
ATTENTION
This system is private and may only be accessed if authorized. All contents are confidential and proprietary and intended solely for the use of Orkin Commercial Services and its Customer. All contents may not be viewed or used in any other way without prior authorization. Unauthorized use is subject to prosecution or discipline. Rollins, Inc., and/or its subsidiaries, reserves the right to monitor system and network activity.
PowerTrak Online Reporting site is best viewed with the Internet Explorer browser version 7.x, 8.x and Mozilla 3.x. If you experience difficulties, please email us at PowerTrak@orkin.com.

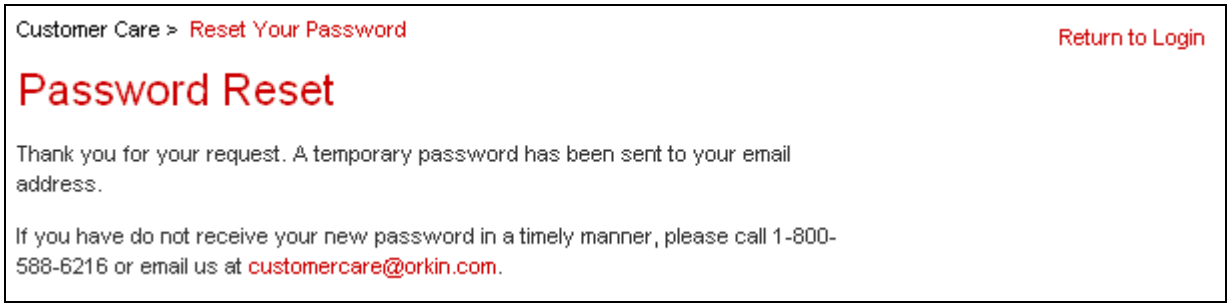
2. The Reset Password screen displays.



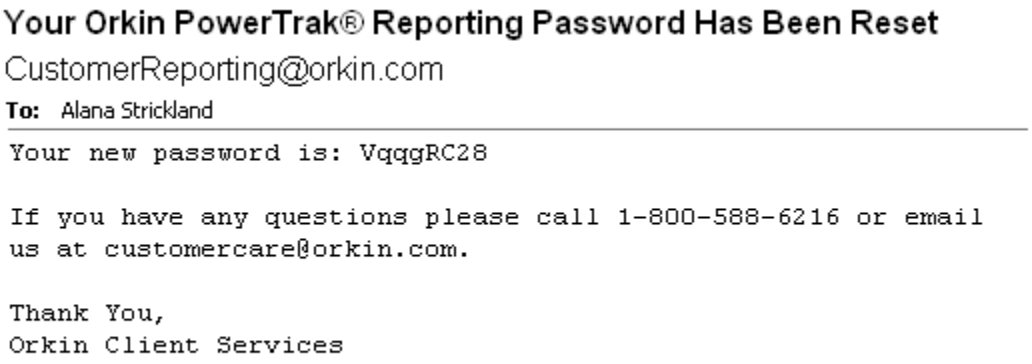
3. Enter your User name.

4. Click the Submit button.

5. The Password Reset message screen displays with the following text:


Customer Care > Reset Your Password
Return to Login
Password Reset
Thank you for your request. A temporary password has been sent to your email address.
If you have do not receive your new password in a timely manner, please call 1-800-588-6216 or email us at customercare@orkin.com.

6. Locate the email from customercare@orkin.com and use it to log into the system.


Your Orkin PowerTrak® Reporting Password Has Been Reset
CustomerReporting@orkin.com
To: Alana Strickland
Your new password is: VqqgRC28
If you have any questions please call 1-800-588-6216 or email us at customercare@orkin.com.
Thank You,
Orkin Client Services

7. When you log in the next time using the reset password, you will be directed to the Change Password screen to change the temporary password to one of your choosing.

CHAPTER 3 - CUSTOMER DEFINITION

As the Internal Orkin Administrator your responsibility will be to add new customers and create report groupings that will provide clients with specific report views of their pest management data.

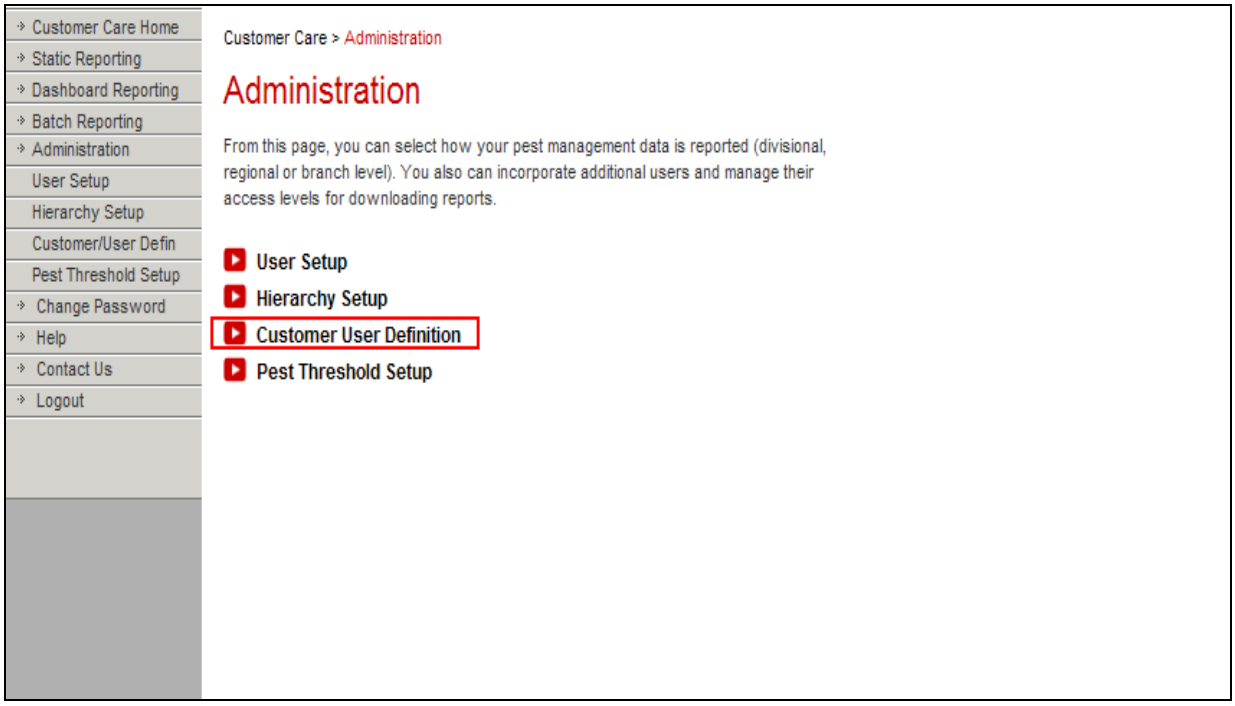
In order to add new customers and create report groupings, perform the following steps:

CREATE NEW USERS AND ASSIGN TO SINGLE LOCATION:

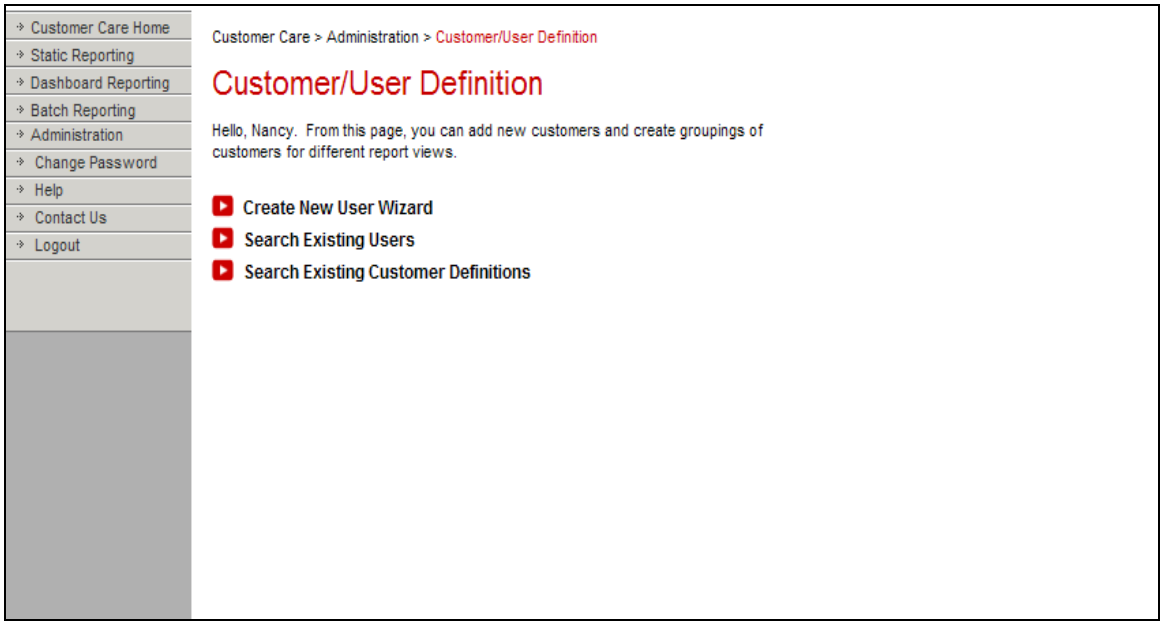
Steps

1. You must be logged into the Customer Reporting system as the Internal Orkin Administrator.

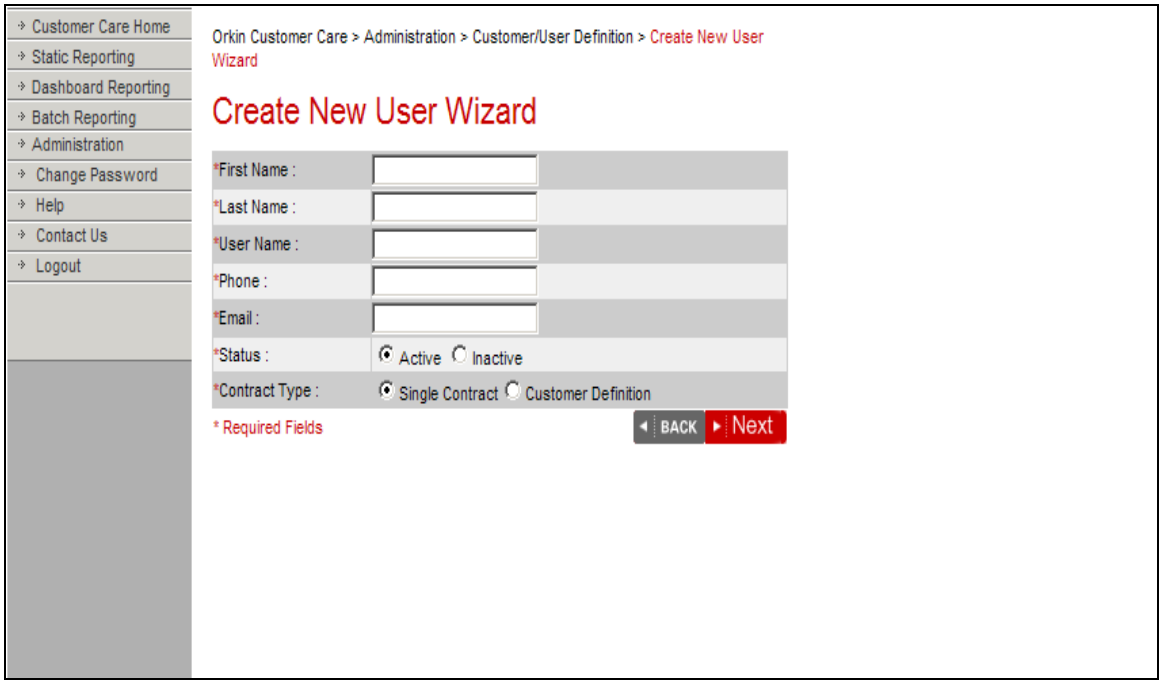
2. Click on the Administration option. The Administration page is displayed with the User Setup, Hierarchy Setup, Customer User Definition, and Pest Threshold Setup options displayed.



3. Click the Customer User Definition option. The Customer User Definition screen displays.



4. Click the Create New User Wizard option. The Create New User Wizard detail screen is displayed.



5. Enter the First Name of the user (Required).

6. Enter the Last Name of the user (Required).

7. Enter the User Name (this will be the user's email address) (Required).

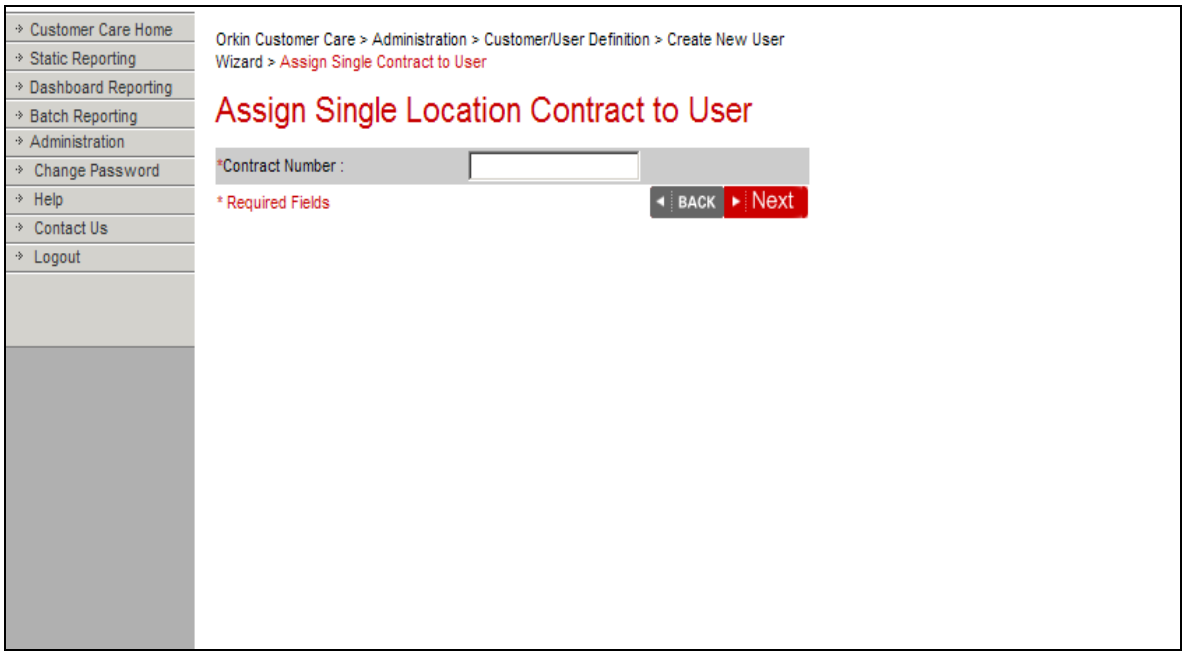
8. Enter the user's phone number (Required).

9. Enter user's email address (Required).

10. The Status will be defaulted to Active.

11. Click the circle in front of the Single Contract option. The circle is populated with a dot.

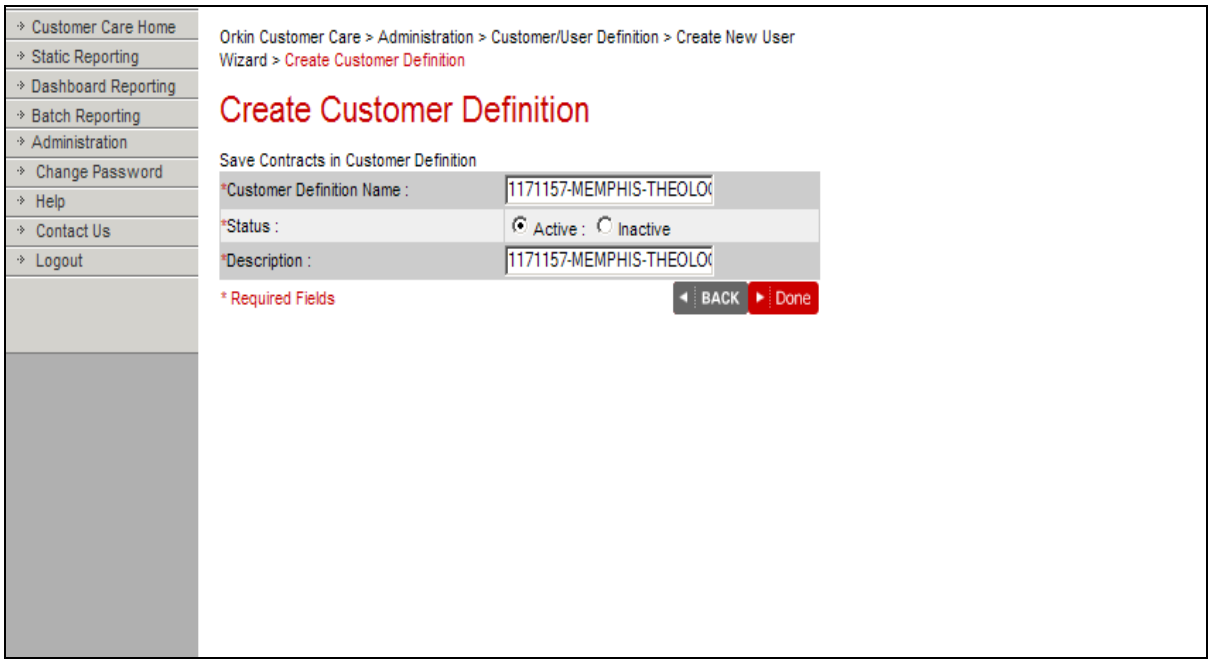
12. Click the Next button. The Assign Single Location Contract to User screen displays.



13. Enter an existing contract number. If the contract number you enter does not exist, you will receive the following error message: "There is no PowerTrak location associated with contract xxxxx."

14. Click the Next button.

15. The Customer Name field displays and is populated with the contract number, the customer name for the contract, and the Status field displays and is set to Active.



16. The Description field displays, and is populated with, the contract number and the customer name for the contract

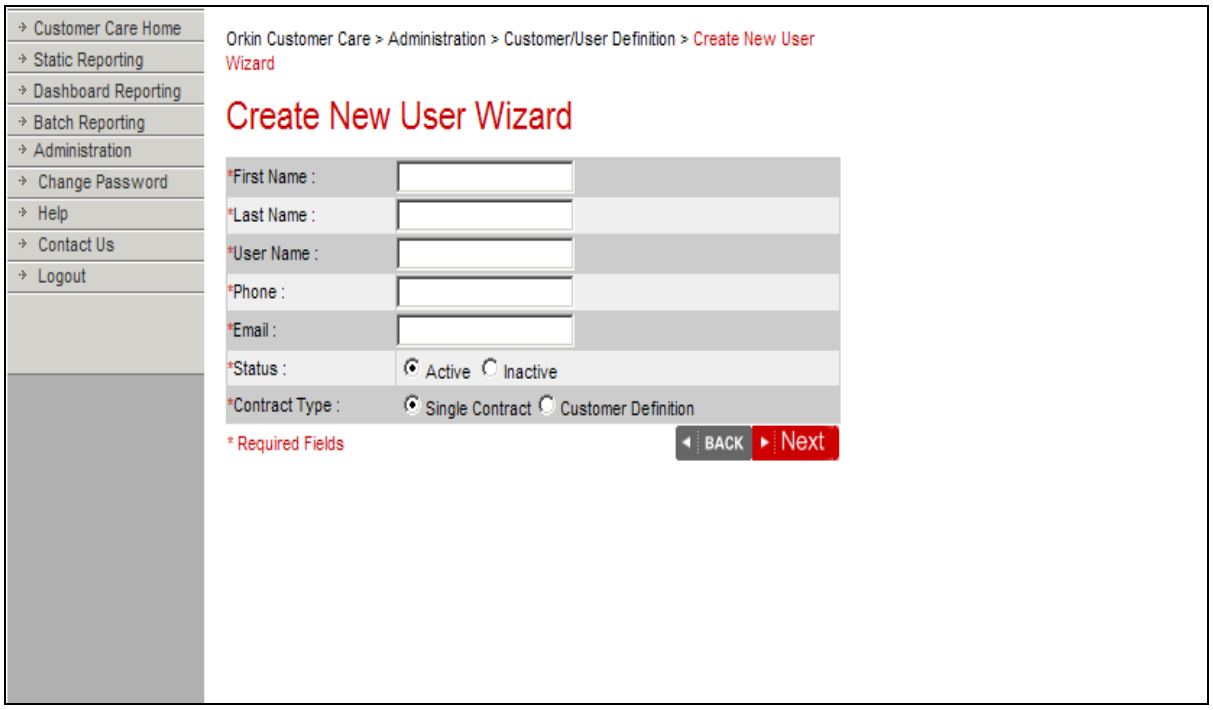
17. Click the Done button. The system returns you to the Customer User Definition page.

CREATE A NEW USER AND ASSIGN TO A NEW CUSTOMER DEFINITION:

You can create a new user and assign to a new customer definition for multiple locations by entering a contract number, entering a JDE code, searching for a contract and/or JDE Code or by adding the new user to an existing customer definition.

Steps

1. On the Customer User Definition page, click the Create New User Wizard option. The Create New User Wizard detail page is displayed.

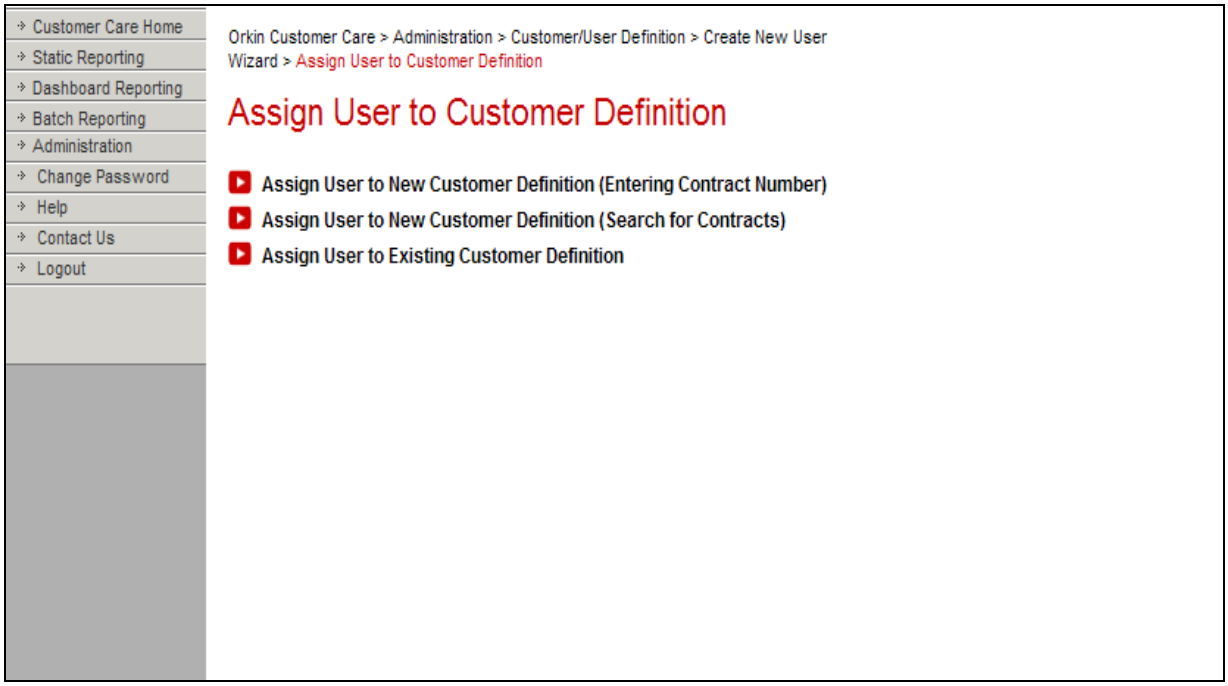


2. Enter the information in all required fields.

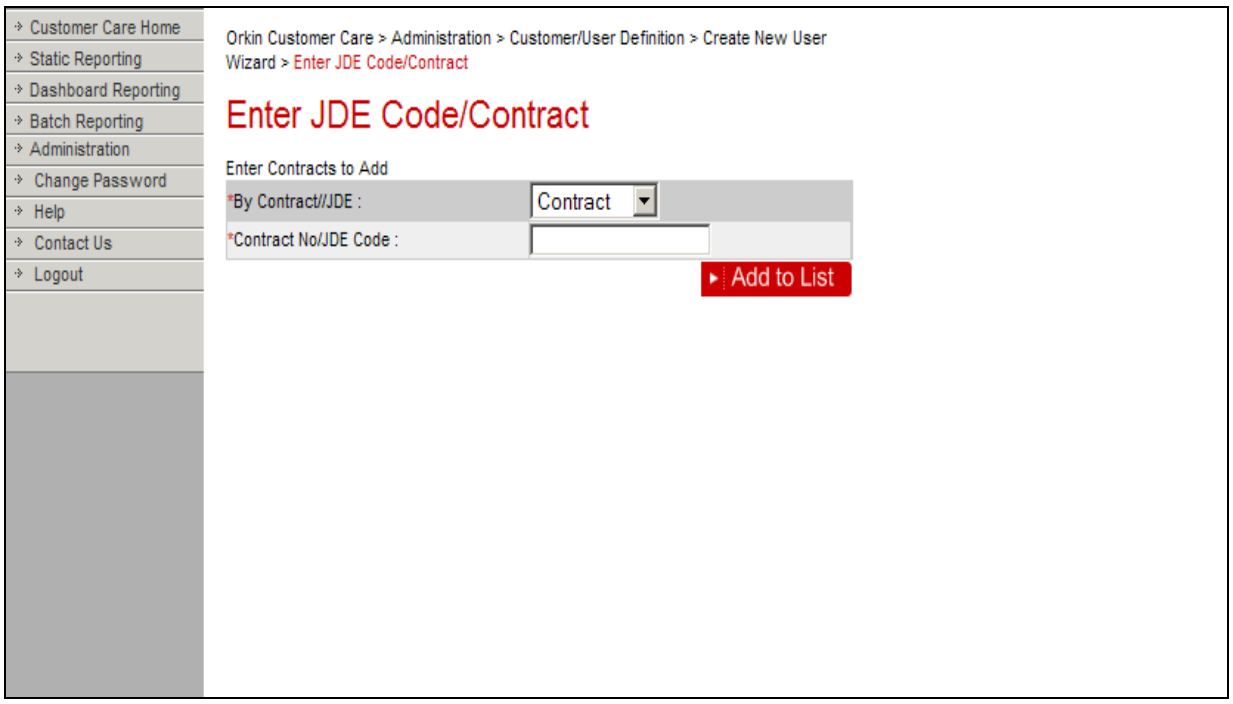
3. Set the Status field to Active by clicking the radio button next to the active option.

4. Click the radio button directly in front of Customer Definition.

5. Click the Next button. The Assign New User to Customer Definition page is displayed.


Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Orkin Customer Care > Administration > Customer/User Definition > Create New User Wizard > Assign User to Customer Definition
Assign User to Customer Definition
Assign User to New Customer Definition (Entering Contract Number)
Assign User to New Customer Definition (Search for Contracts)
Assign User to Existing Customer Definition

6. Click the Assign User to New Customer Definition (Entering Contract Number) option. The Enter JDE Code/Contract page is displayed.



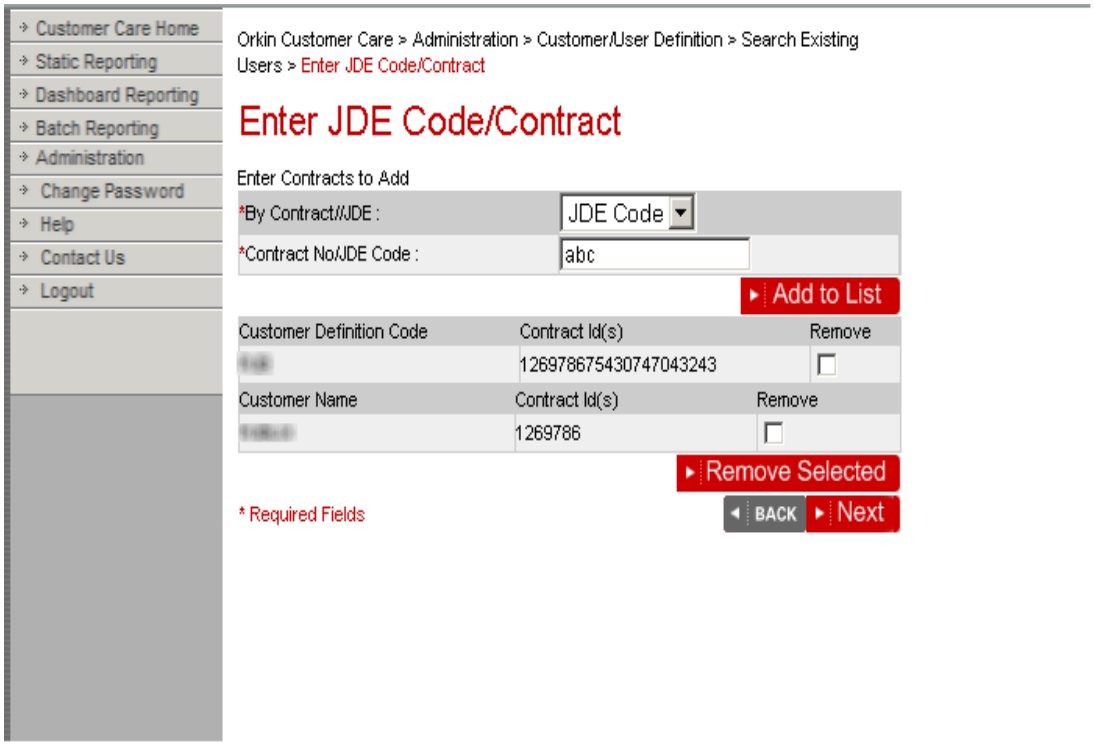
7. Click the arrow in the By Contract/JDE field. The options Contract and JDE Code are displayed.

8. You may opt to select Contract or JDE Code. If Contract is selected, perform the following steps:

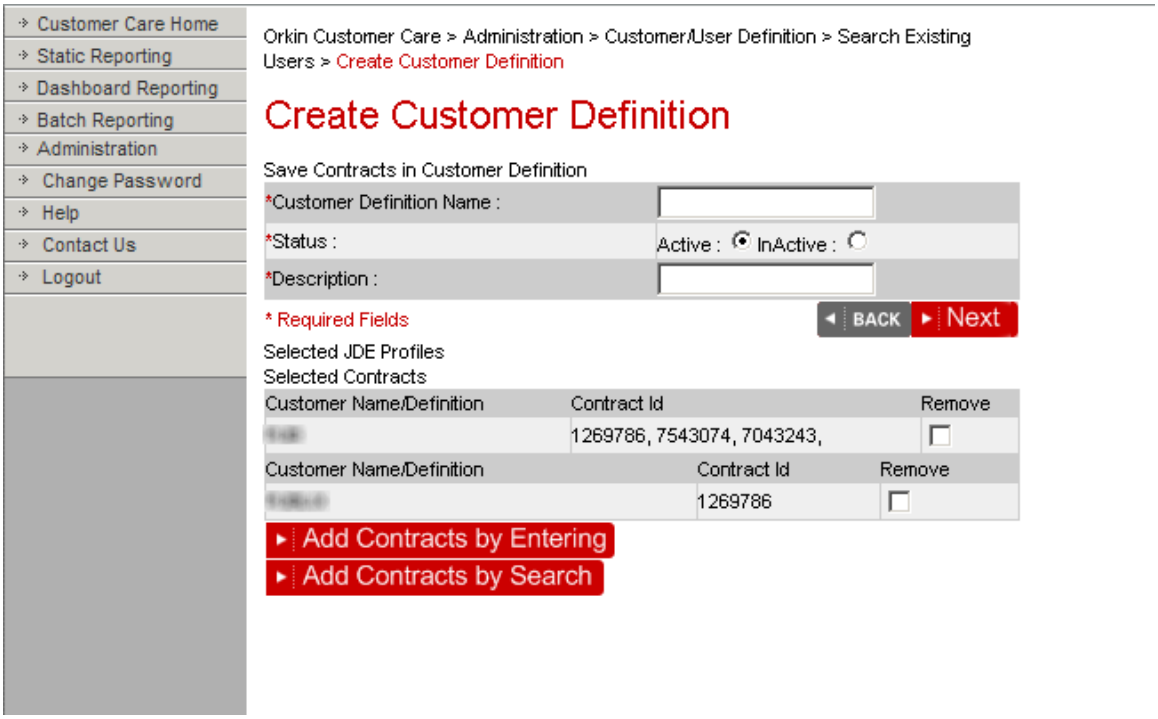
a. Enter a contract number.
b. Click the Add to List button. The customer associated with the contract entered is displayed.

9. If you choose to select JDE Code, perform the following steps:

a. Click the drop down arrow in the By Contract/JDE field and select JDE Code.
b. Enter a JDE Code in the Contract Number/JDE Code field.
c. Click the Add to List button. The customer associated with the JDE Code entered is displayed.



10. Click the Next button. The Create Customer Definition screen is displayed.



11. Enter the name in the Customer Definition Name field.

12. Enter the Description of the Customer Definition.

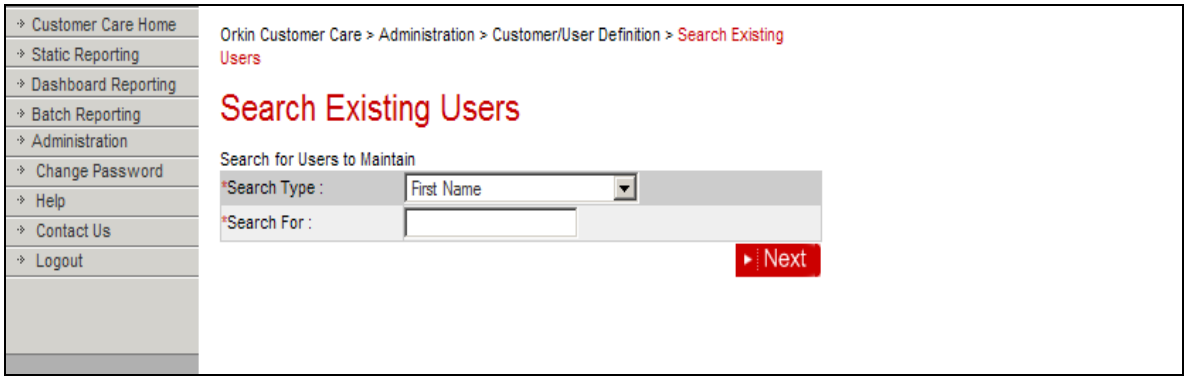
13. The new customer definition is saved. The application returns you to the Customer User Definition page.

SEARCH EXISTING USERS:

To locate an existing user in order to add him/her to a customer definition, perform the following steps:

Steps

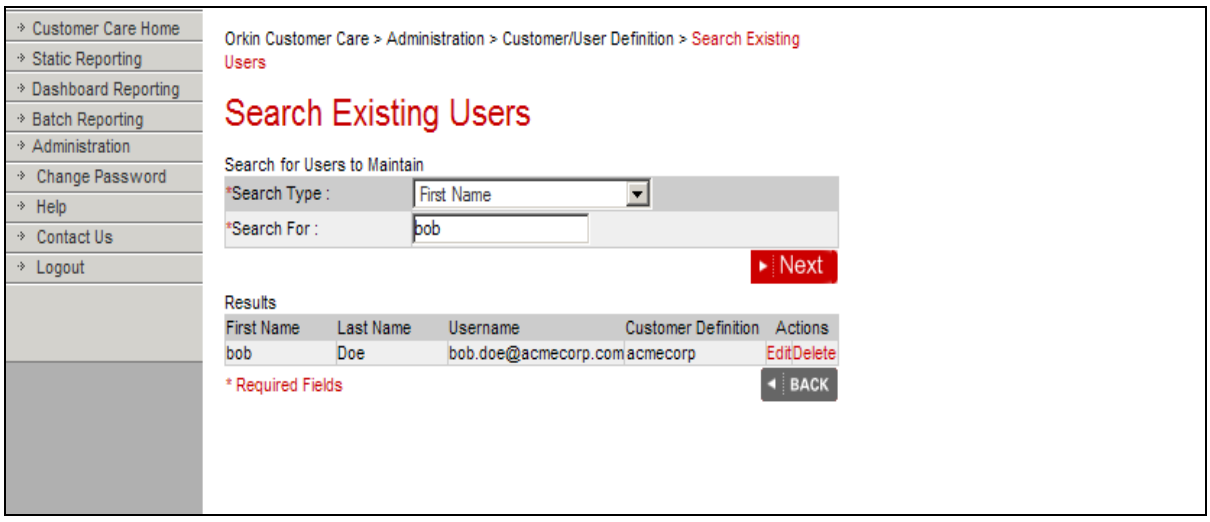
1. On the Customer User Definition screen, click the Search Existing Users option. The Search Existing Users page displays.



2. Click the drop down arrow in the Search Type field. Select a search type option (first name, last name, customer definition).

3. Enter the appropriate information in the Search For field based on the option you chose in step #2. (Example: First Name: Joel)

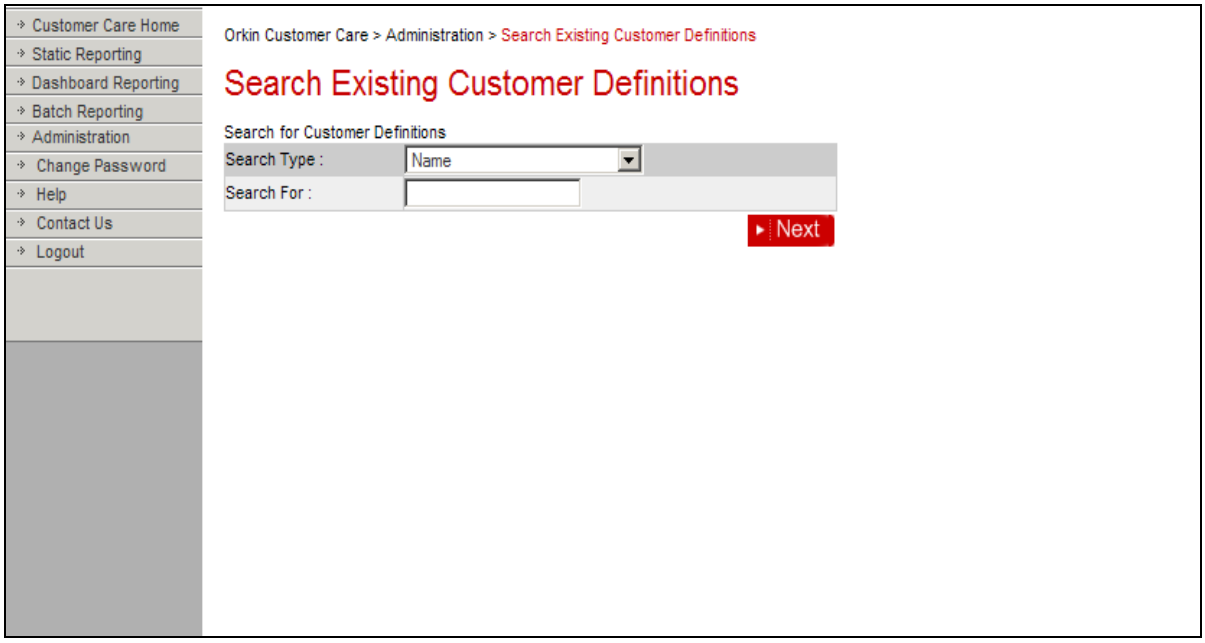
4. Click the Next button. The results screen is displayed with a list of information that matches your search criterion.



SEARCH EXISTING CUSTOMER DEFINITIONS:

Steps

1. On the Customer/User Definition page, select the Search Existing Customer Definition option. The Search Existing Customer Definition screen displays.



2. Click the drop down arrow in the Search Type field. Select the option you wish to search. (Name, Description, Contract, JDE code)

3. Enter the appropriate information in the Search For field based on the option you chose in step #2.

4. Click the Next button. The results screen is displayed with a list of information that matches your criterion.

CHAPTER 5 – DELETING USERS AND CUSTOMERS

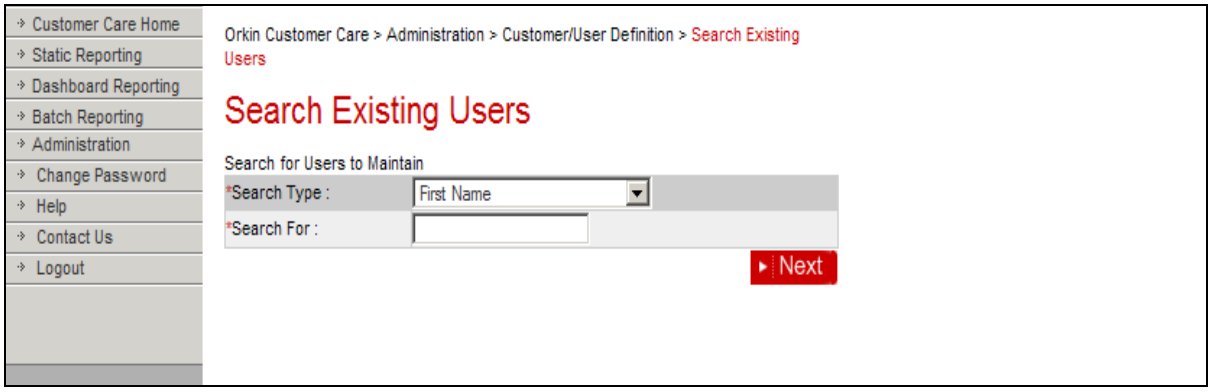
As the Internal Orkin Administrator your responsibility will be to delete users and customers.

DELETE EXISTING USERS:

To delete an existing user perform the following steps:

Steps

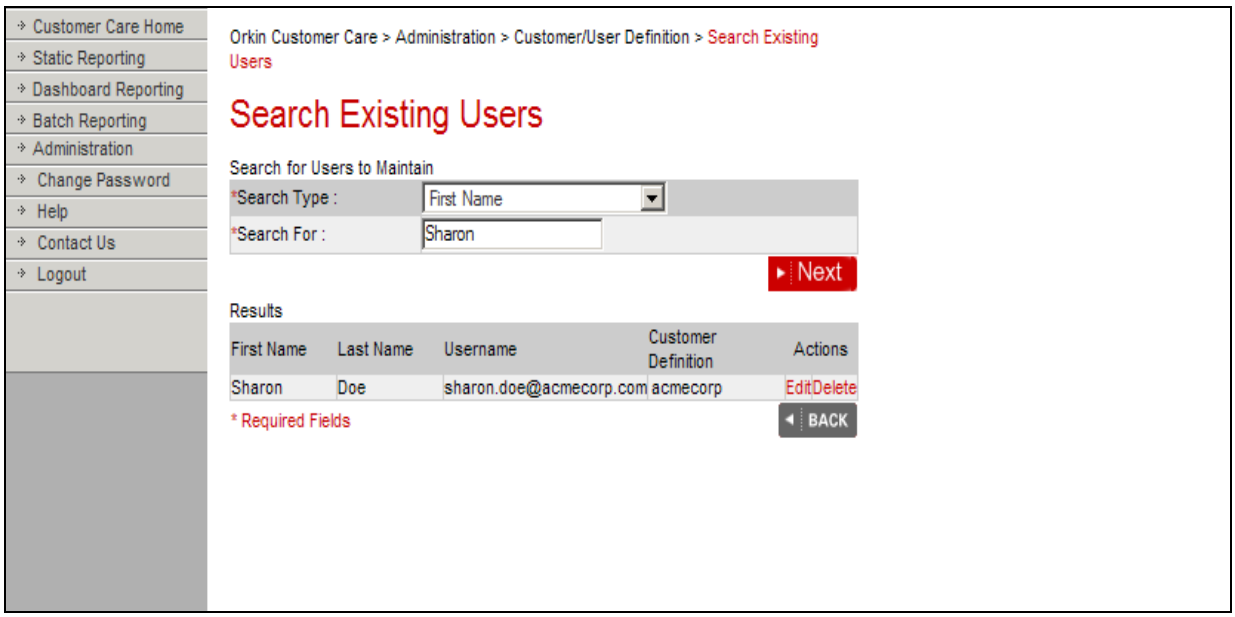
1. On the Customer User Definition screen, click the "Search Existing Users" option. The Search Existing Users page displays.



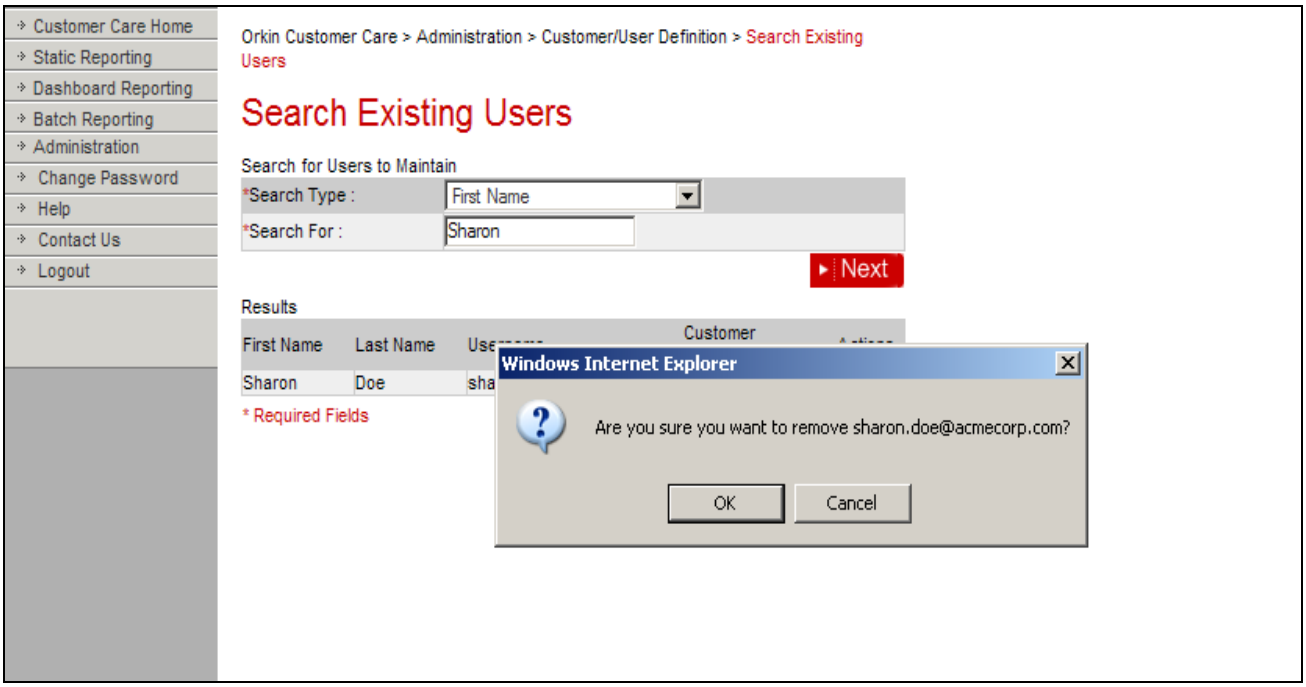
2. Click the drop down arrow in the Search Type field. Select a search type option (first name, last name, customer definition).

3. Enter the appropriate information in the Search For field based on the option you chose in step #2. (Example: First Name: Sharon)

4. Click the Next button. The results screen is displayed with a list of information that matches your search criterion.



5. Click the 'Delete' hyperlink next to the user. A confirmation message appears to confirm deletion.



6. Click "OK" to delete the user. The user is removed from the search results.

DELETE EXISTING CUSTOMER:

To delete an existing customer perform the following steps:

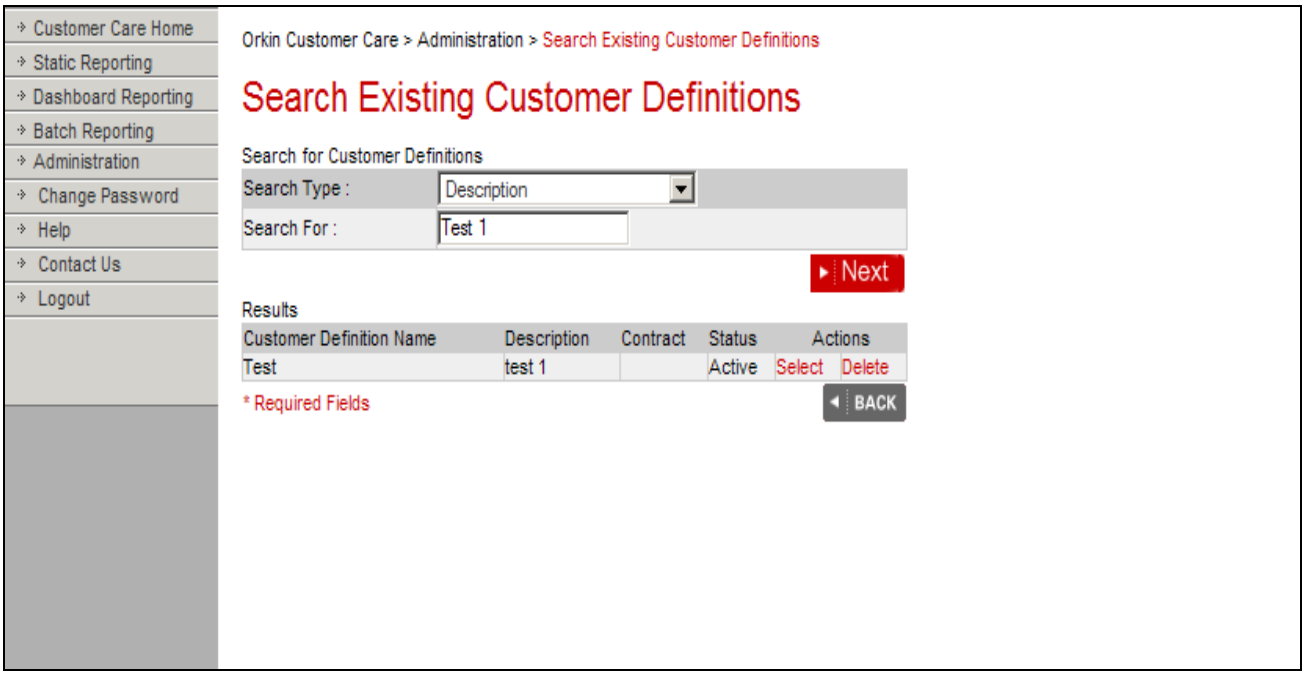
Steps

1. On the Customer/User Definition page, select the Search Existing Customer Definition option. The Search Existing Customer Definition screen displays.

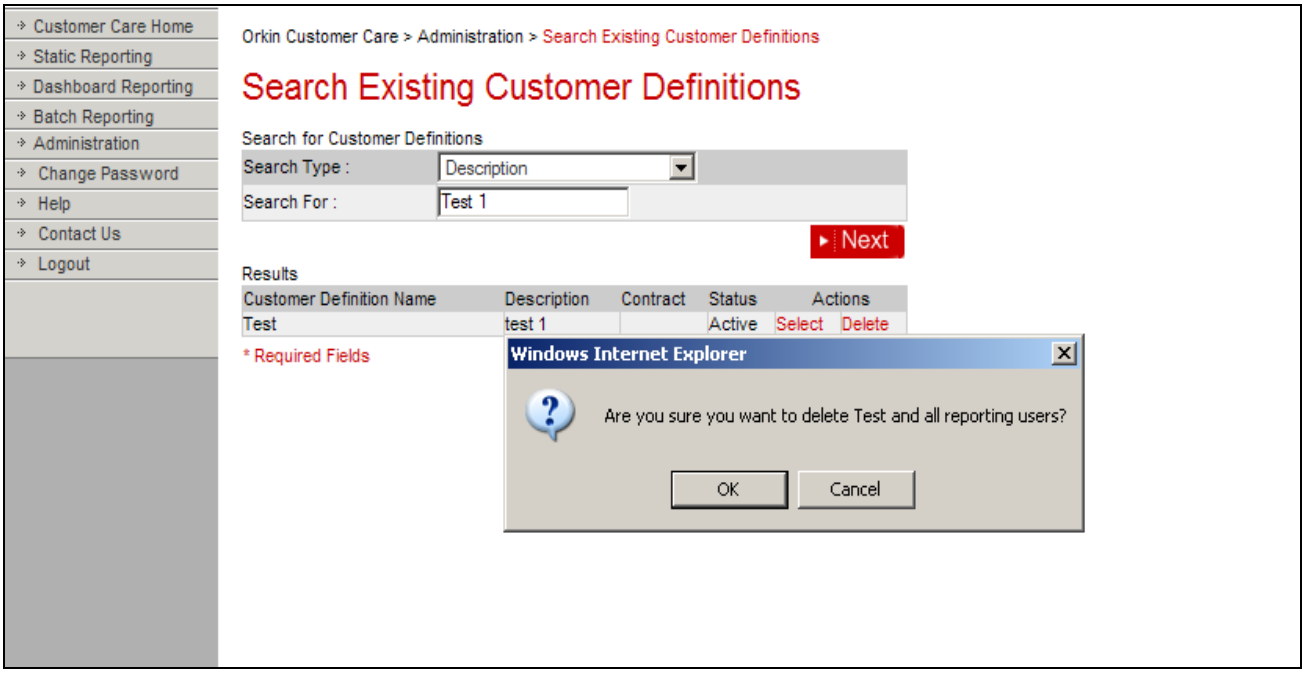
2. Click the drop down arrow in the Search Type field. Select the option you wish to search. (Name, Description, contract, JDE code)

3. Enter the appropriate information in the Search For field based on the option you chose in step #2.

4. Click the Next button. The results screen is displayed with a list of information that matches your criterion.



5. Click the "Delete" hyperlink next to the Customer Definition. A confirmation message appears to confirm deletion.



6. Click "OK" to delete the customer. The Customer Definition is removed from the search results. The Customer's Hierarchy and users are also removed.

CHAPTER 6 - HIERARCHY LEVELS

As the Internal Orkin Administrator part of your responsibility will be to assist users in understanding how to create hierarchy levels.

In this Chapter the Administrator will learn the following:

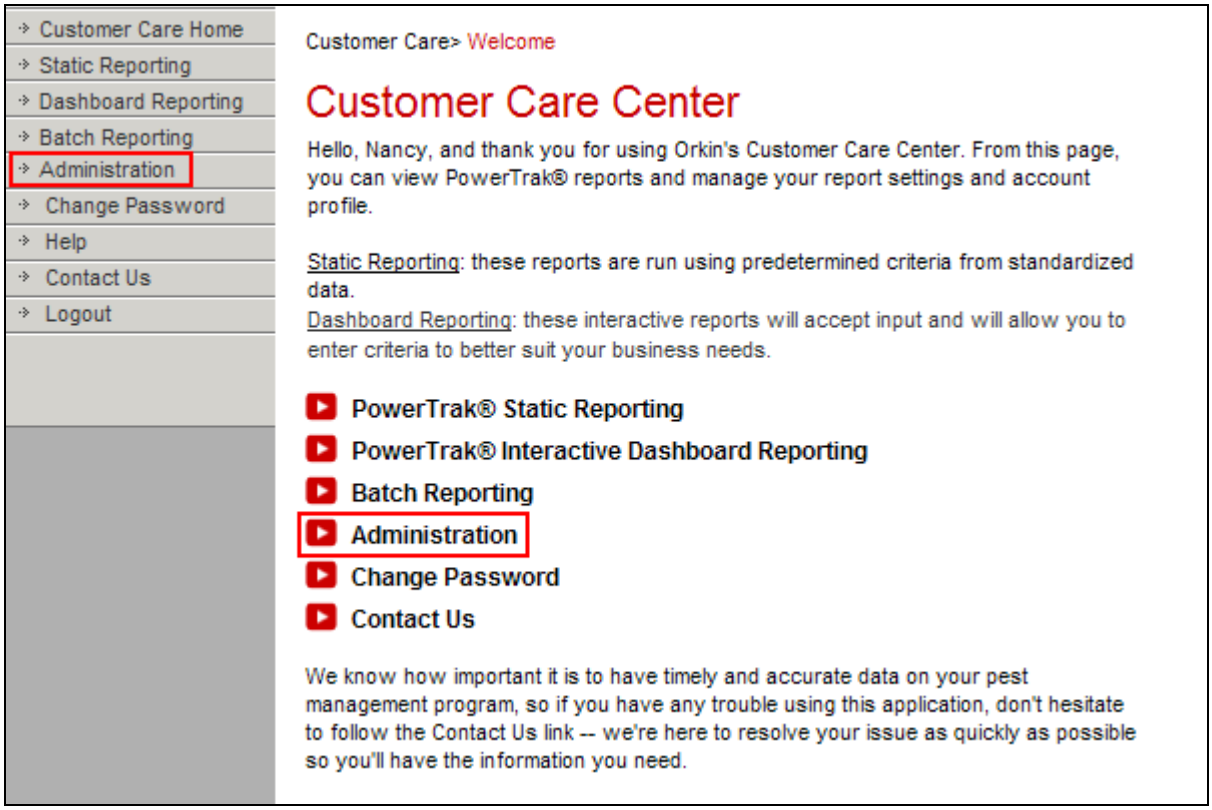
- How to create a New Hierarchy Level
- How to create a Sub Hierarchy Level
- How to assign locations to individual levels of the company
- How to remove a location from the Hierarchy

CREATING HIERARCHY LEVELS:

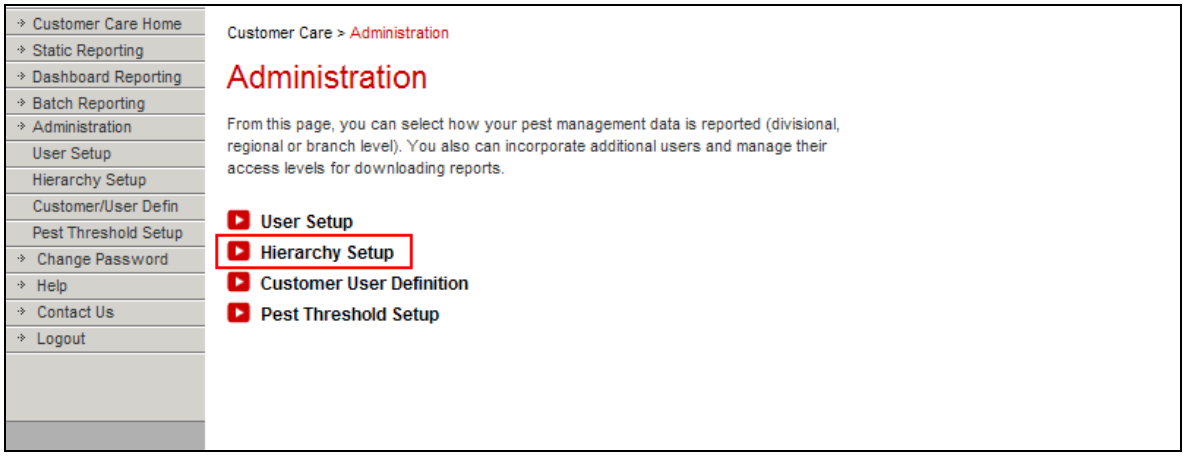
Steps

1. You must be logged into the Customer Reporting system as the Internal Orkin Administrator.

2. Click on the Administration option located in the left hand navigation bar or the Administration link under Customer Care Center.

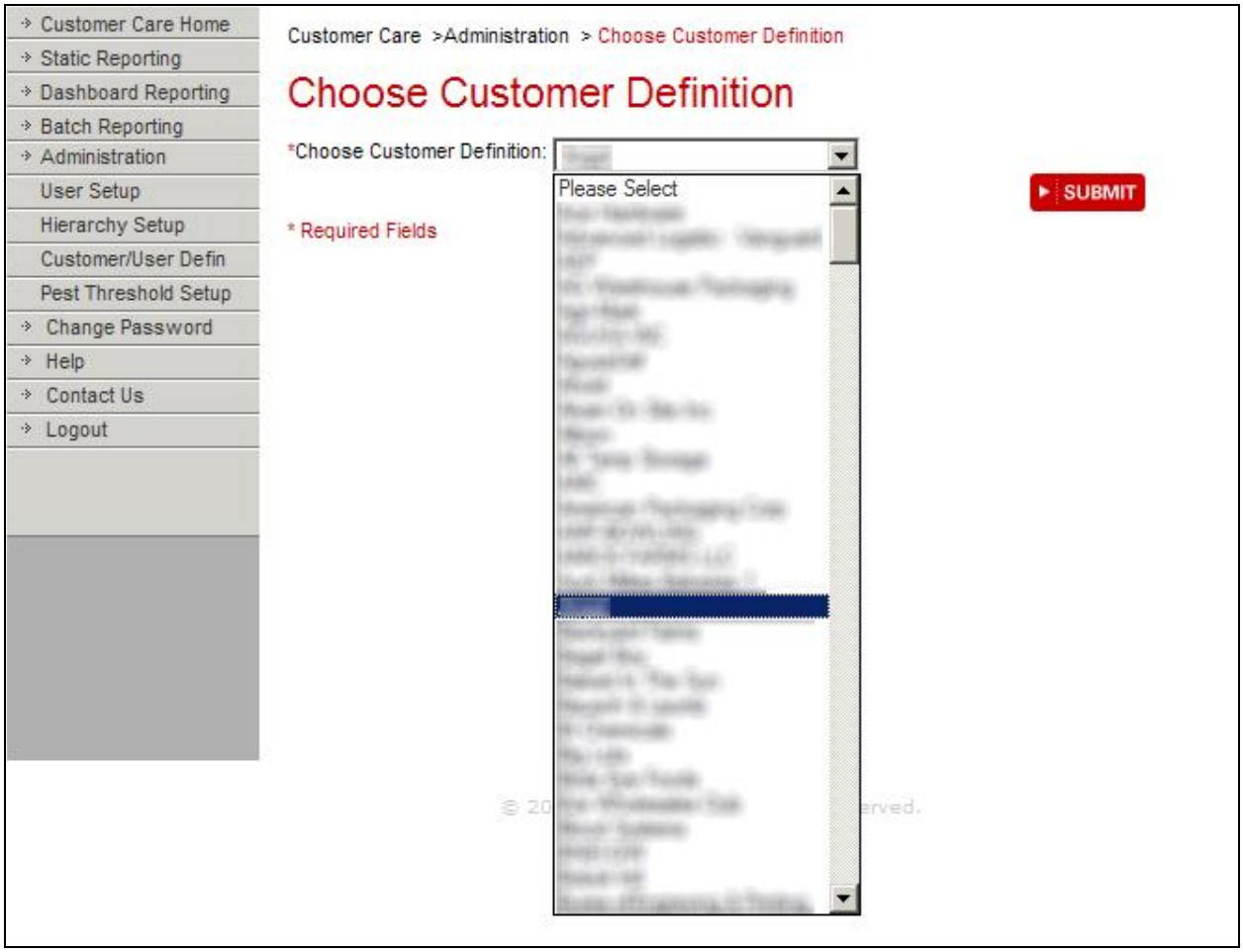

Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Batch Reporting
Administration
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

3. The Administration Screen below will be displayed with the options of User Setup, Hierarchy Setup, Customer User Definition, or Pest Threshold Setup.



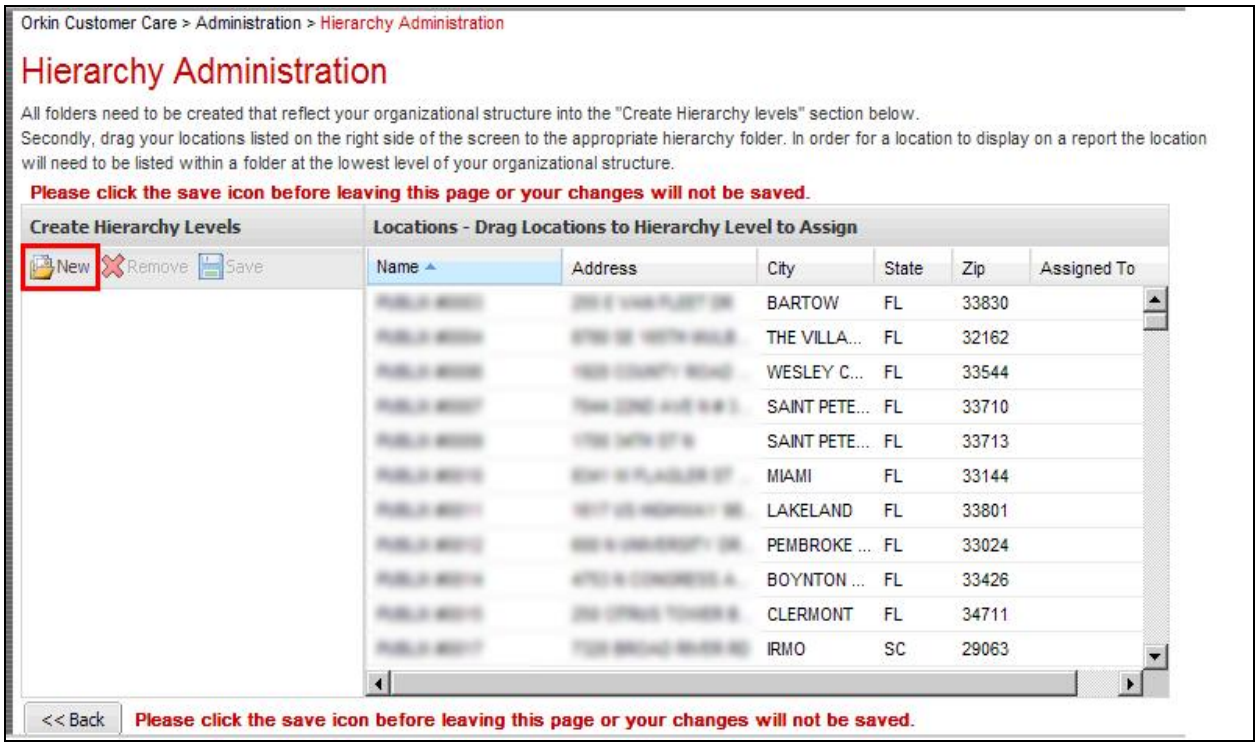
4. Click on the Hierarchy Setup option. Selecting this option will display the Choose Customer Definition Screen.

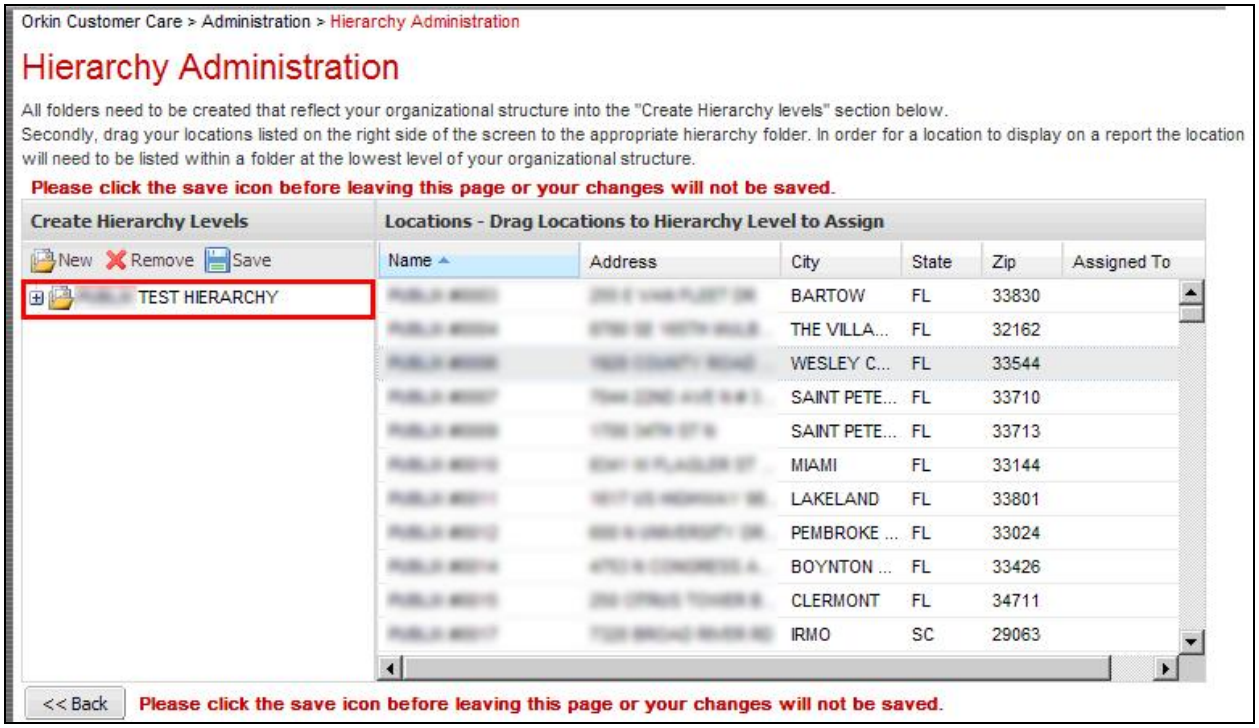
5. On the Choose Customer Definition Screen, select the desired customer using the Customer Definition drop down menu.



6. The Hierarchy Administration screen will display listing all locations associated with the customer that was selected.

7. Click on icon "New" located on the left side of the screen below the words "Create Hierarchy Levels". This will generate an empty text box under the "NEW" Icon where a Hierarchy Level name can be entered.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
All folders need to be created that reflect your organizational structure into the "Create Hierarchy levels" section below.
Secondly, drag your locations listed on the right side of the screen to the appropriate hierarchy folder. In order for a location to display on a report the location will need to be listed within a folder at the lowest level of your organizational structure.
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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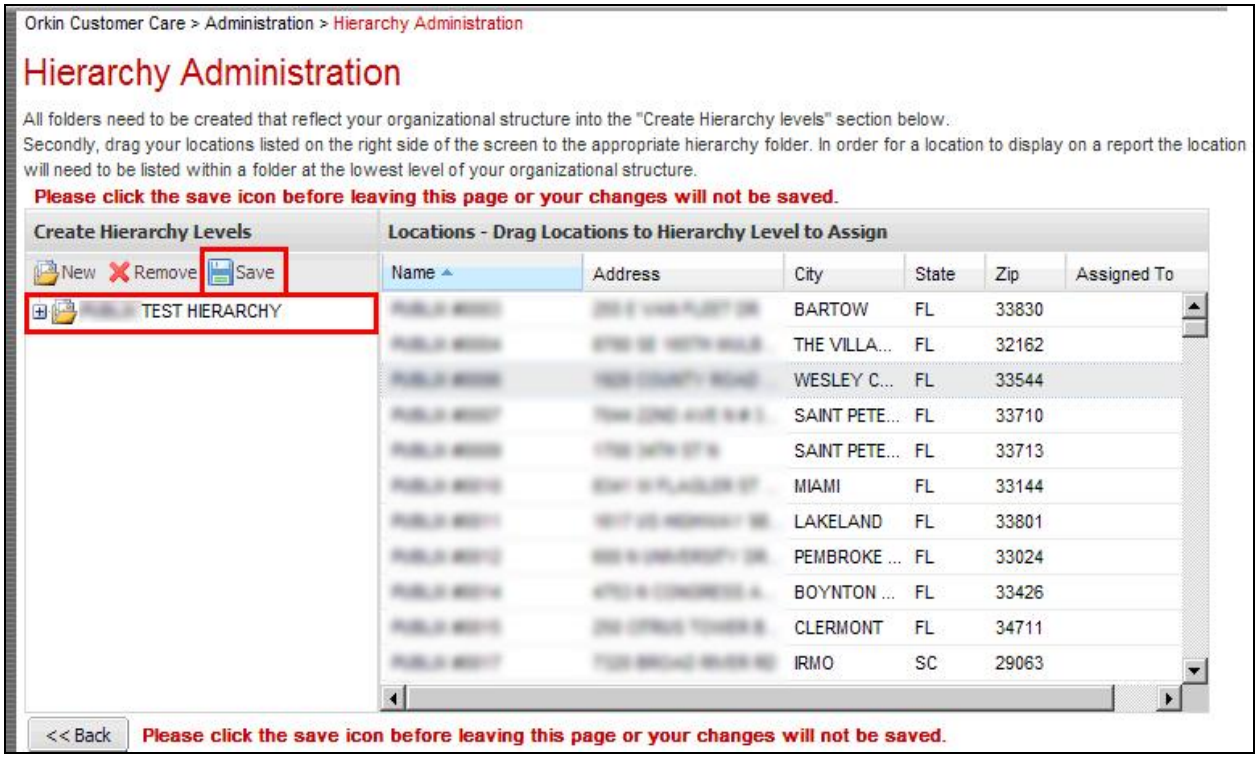
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

8. Once the hierarchy name has been input, click on the "Save" icon.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
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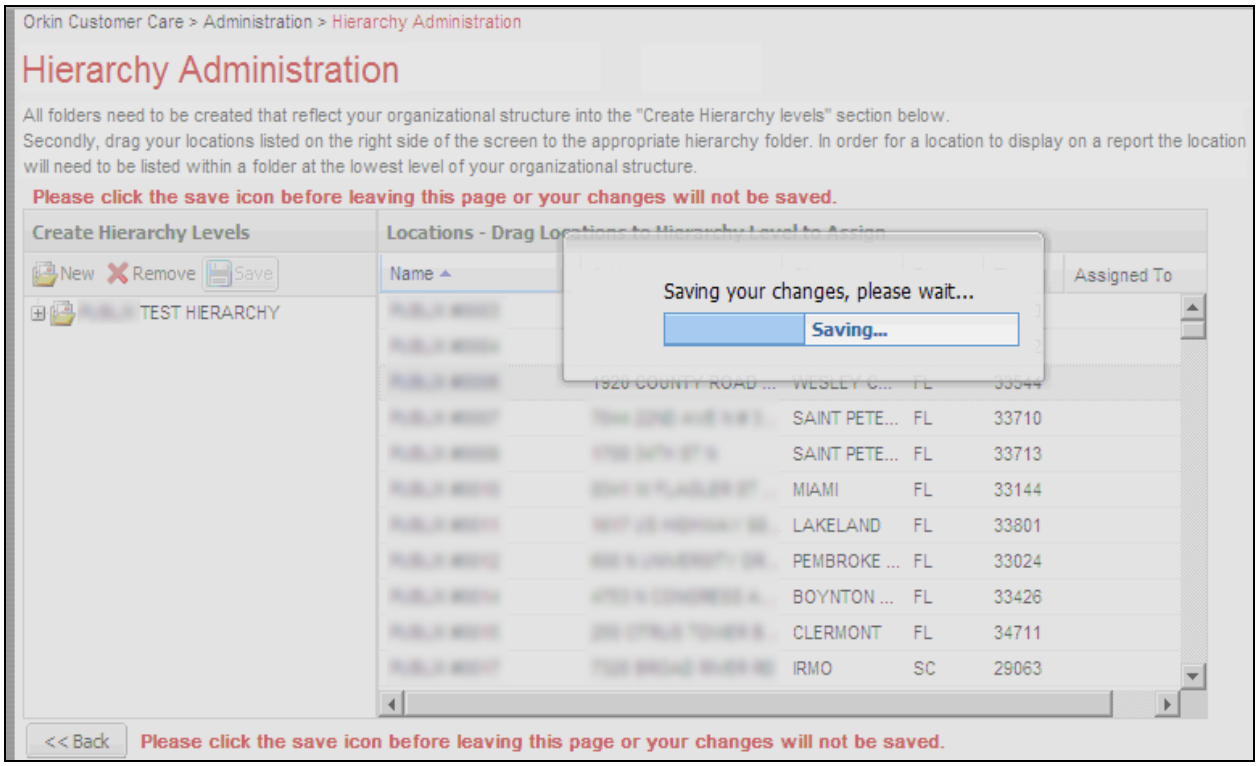
Save
TEST HIERARCHY
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

9. A notification box will display a confirmation that changes are being saved.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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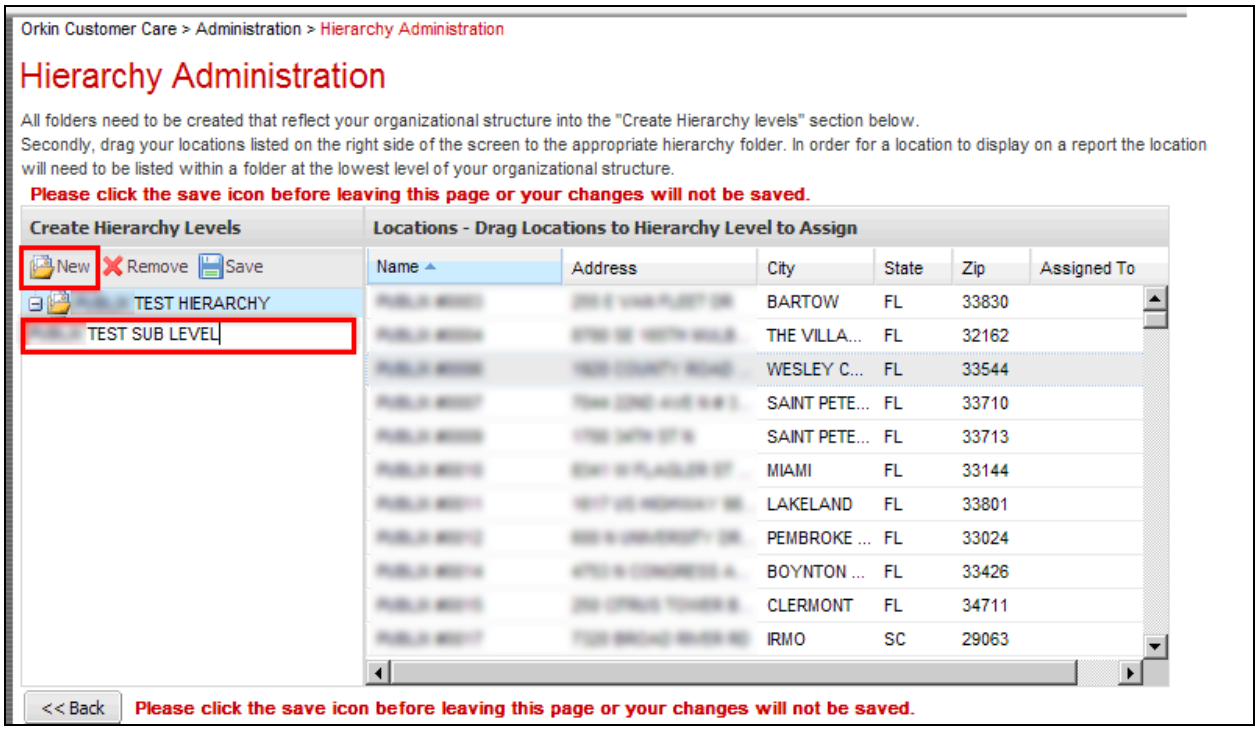
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
New
Remove
Save
TEST HIERARCHY
Name
Assigned To
Saving your changes, please wait...
Saving...
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

CREATING ASSOCIATED LEVELS:

1. From the Hierarchy Administration screen, click on the level that requires a sub level to be added. Once the hierarchy name is highlighted, click on the "New" icon. This action will generate an empty text box for the name of the sub hierarchy level.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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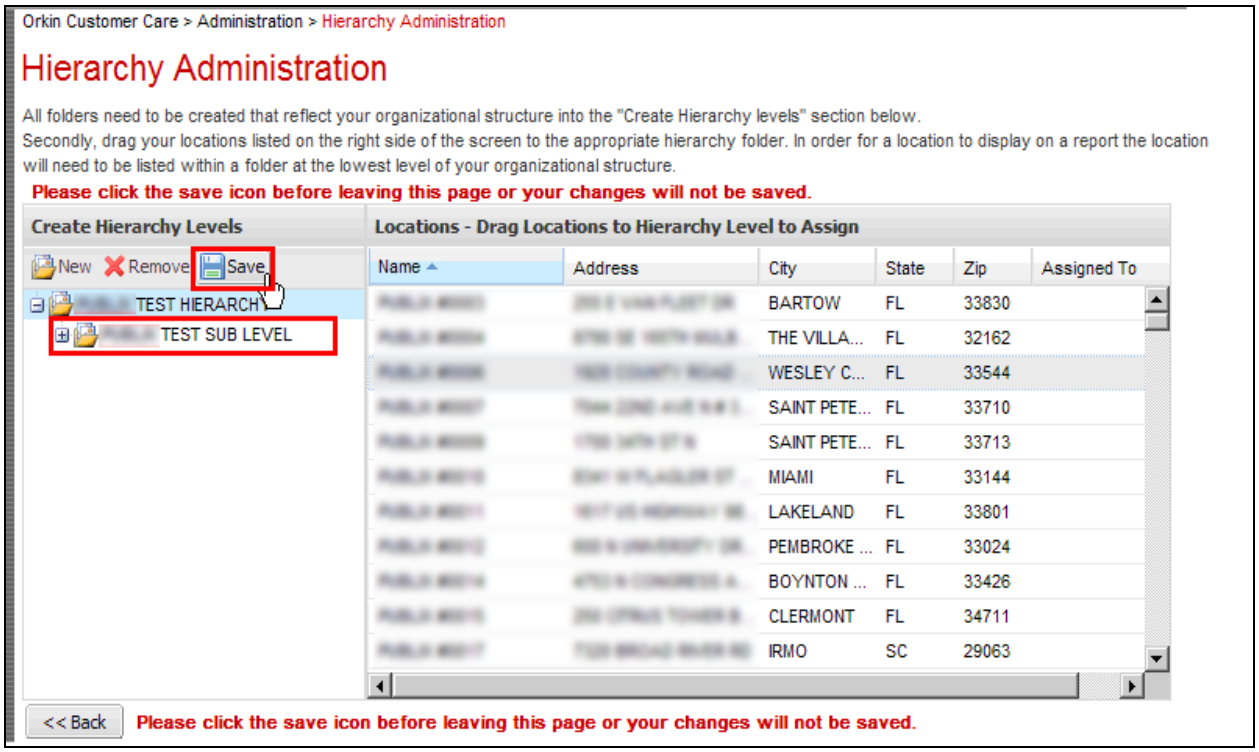
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

2. Once the New Sub Hierarchy name has been input, click on the "Save" icon to save the entry.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
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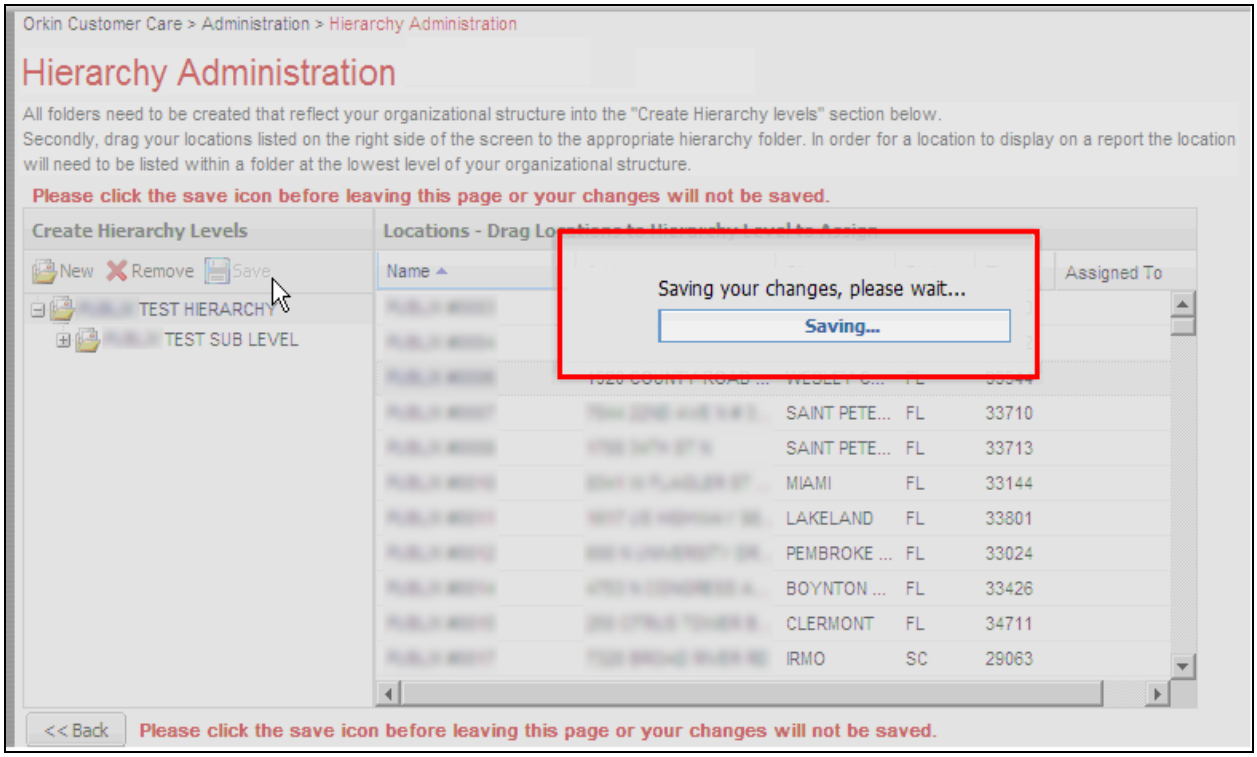
Save
TEST HIERARCHY
TEST SUB LEVEL
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

3. A notification box will display a confirmation that changes are being saved.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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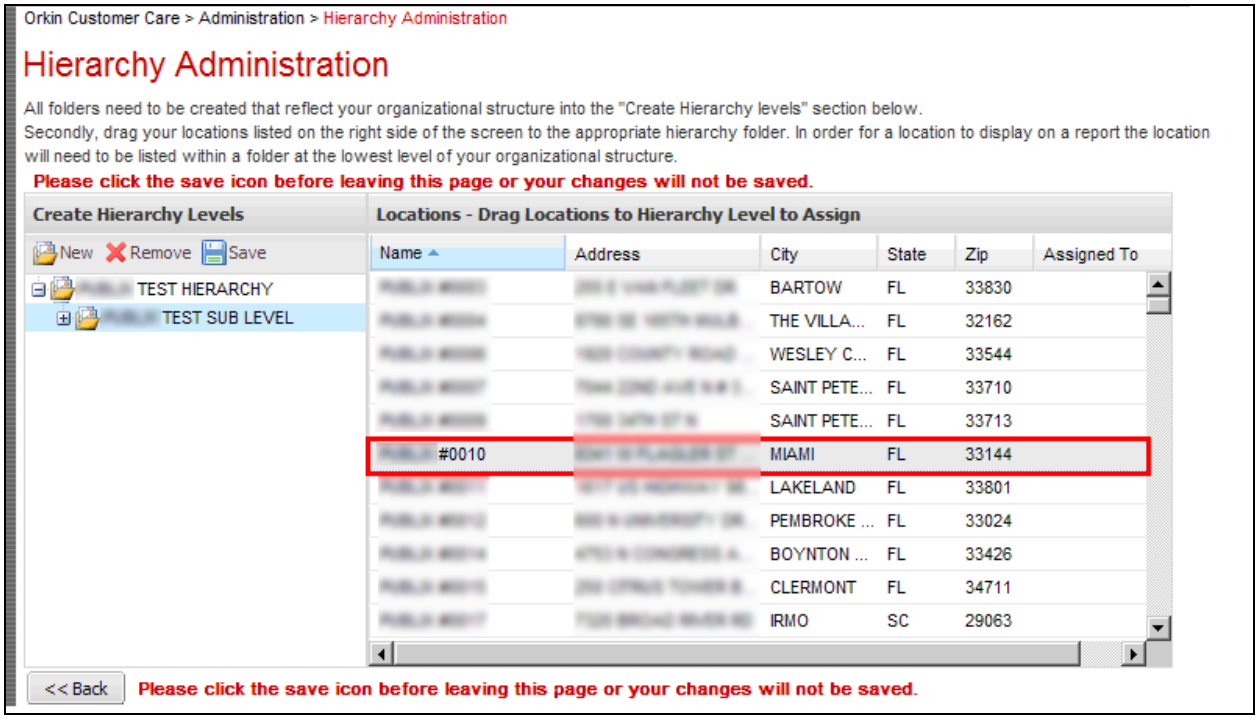
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
Name
Assigned To
Saving your changes, please wait...
Saving...
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

ASSIGNING LOCATIONS:

1. On the Hierarchy Administration screen, select the location to be assigned to the hierarchy level.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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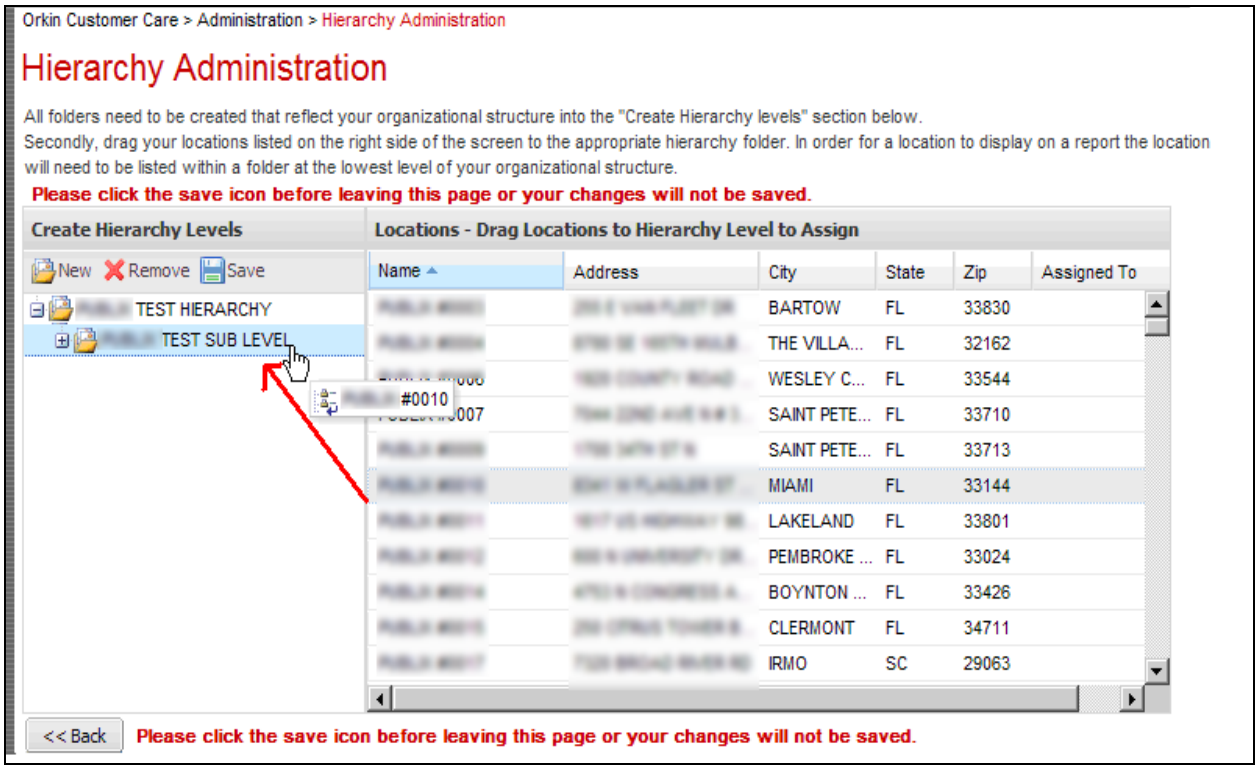
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
Name
Address
City
State
Zip
Assigned To
#0010
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

2. Once the location has been highlighted, it can be "dragged" to the appropriate level located on the left. This is accomplished by holding the left button down on the mouse while "dragging" the highlighted location to the appropriate level on the left.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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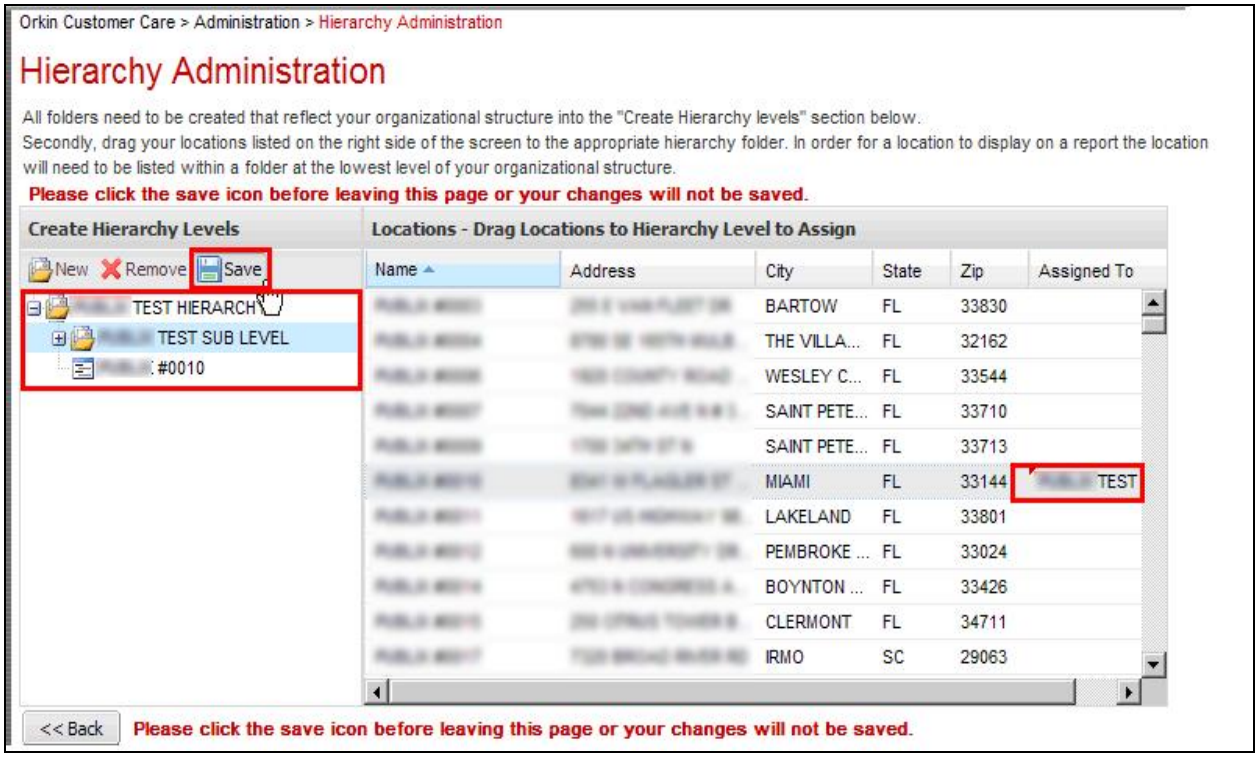
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
#0010
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

3. Once the location has been assigned, click on the "Save" icon.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Hierarchy Administration
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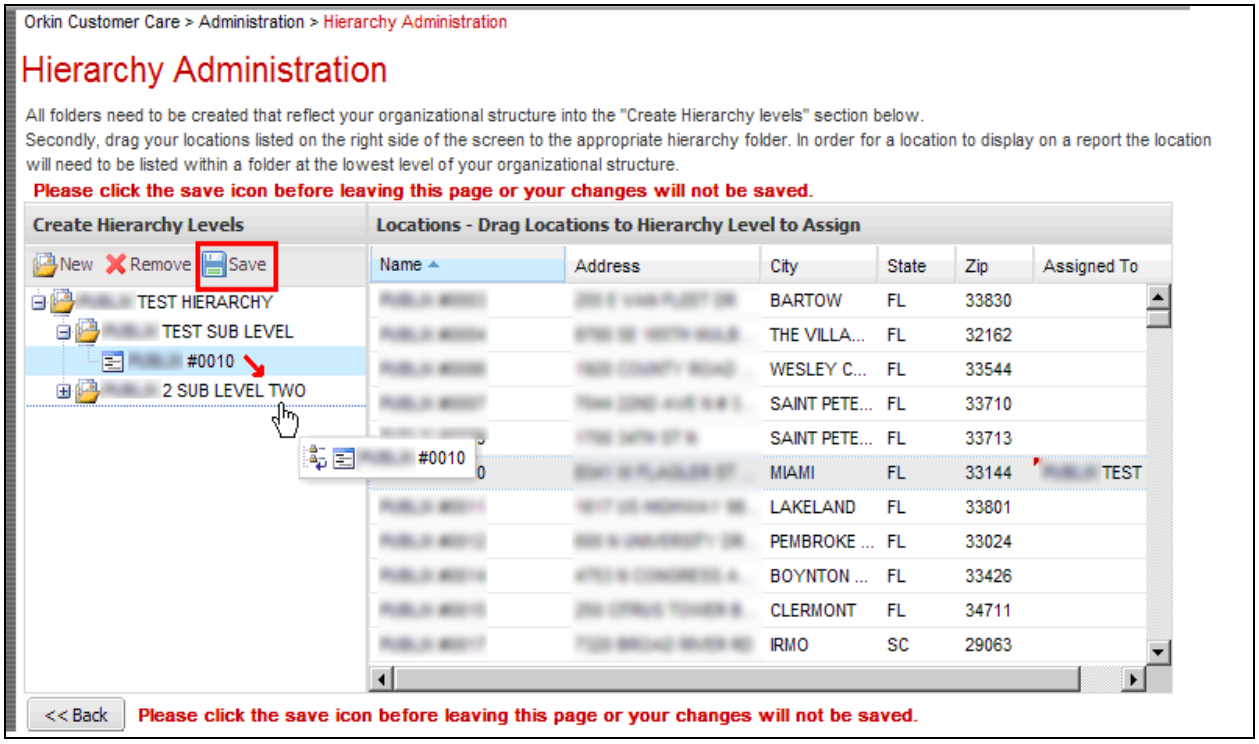
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCH
TEST SUB LEVEL
#0010
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144 TEST
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

NOTE: When a location is assigned to a hierarchy level, the location name still remains in the location list. Each assigned location will display the level that it is assigned to in the assigned level column on the right hand side of the screen.

Locations can be assigned to any level of the corporate tree structure.

MOVING LOCATIONS:

1. To move a location, click on the location and drag the highlighted location to the new level. Once the location has been moved, click on the "Save" Icon.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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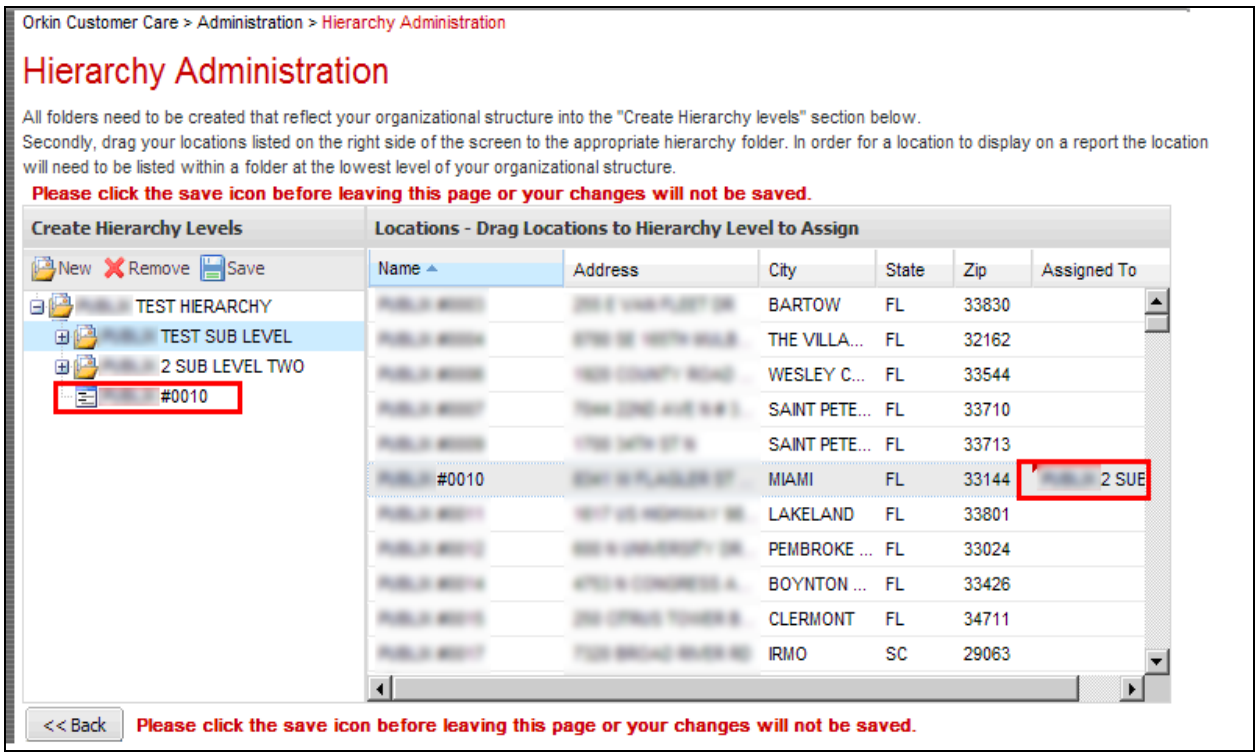
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
#0010
2 SUB LEVEL TWO
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
MIAMI FL 33144 TEST
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

2. The location will display in the new level and will populate the assigned level column on the right hand side of the screen.


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
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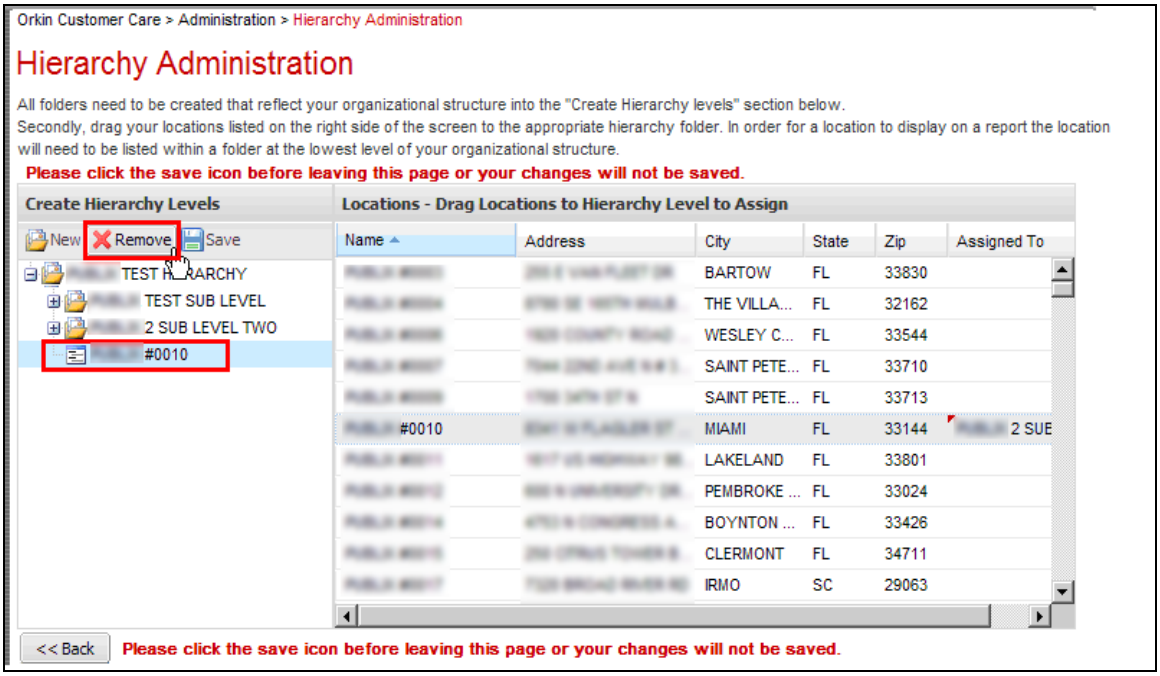
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
2 SUB LEVEL TWO
#0010
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
#0010 MIAMI FL 33144 2 SUE
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

Removing Locations:

1. To remove a location, select the appropriate location to be removed from the corporate tree located on the left hand side of the screen. Once the selected location is highlighted, click on the "Remove" icon.


Orkin Customer Care > Administration > Hierarchy Administration
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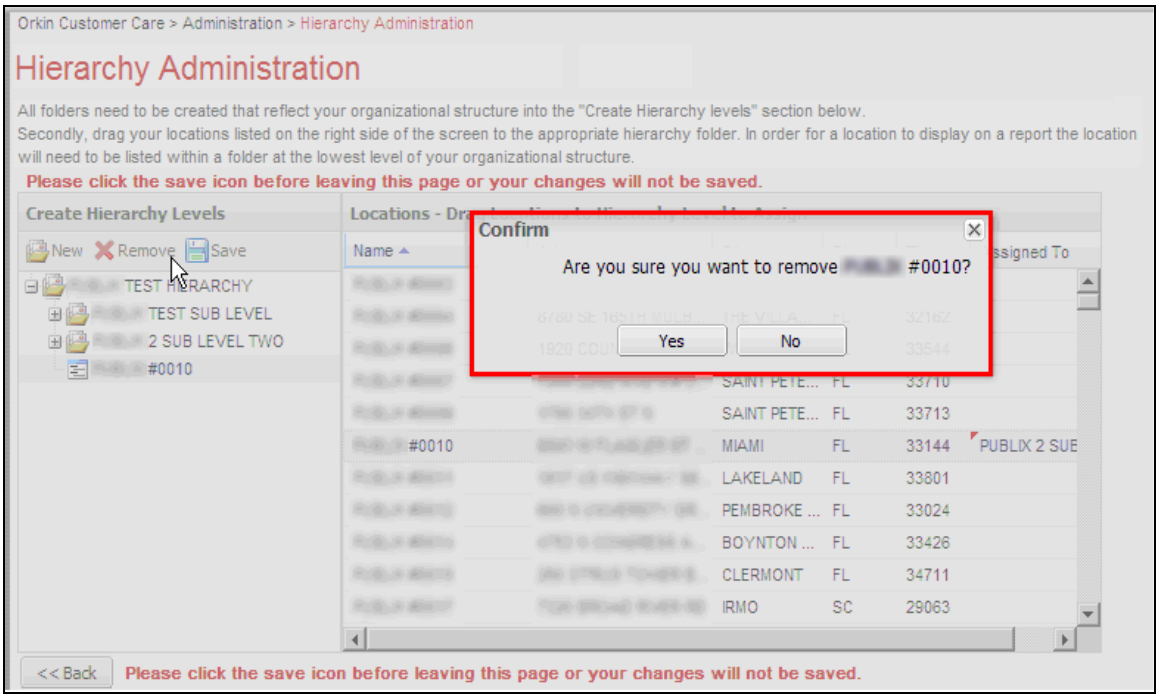
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
Locations - Drag Locations to Hierarchy Level to Assign
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
2 SUB LEVEL TWO
#0010
Name
Address
City
State
Zip
Assigned To
BARTOW FL 33830
THE VILLA... FL 32162
WESLEY C... FL 33544
SAINT PETE... FL 33710
SAINT PETE... FL 33713
#0010 MIAMI FL 33144 2 SUE
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

2. Clicking on remove will generate a confirmation window. To complete the removal of the selected item, click on "YES". If the item is not to be removed, click on "NO".


Orkin Customer Care > Administration > Hierarchy Administration
Hierarchy Administration
All folders need to be created that reflect your organizational structure into the "Create Hierarchy levels" section below.
Secondly, drag your locations listed on the right side of the screen to the appropriate hierarchy folder. In order for a location to display on a report the location will need to be listed within a folder at the lowest level of your organizational structure.
Please click the save icon before leaving this page or your changes will not be saved.
Create Hierarchy Levels
New
Remove
Save
TEST HIERARCHY
TEST SUB LEVEL
2 SUB LEVEL TWO
#0010
Confirm
Are you sure you want to remove #0010?
Yes
No
Name
SAINT PETE... FL 33713
#0010 MIAMI FL 33144 PUBLIX 2 SUE
LAKELAND FL 33801
PEMBROKE ... FL 33024
BOYNTON ... FL 33426
CLERMONT FL 34711
IRMO SC 29063
<< Back
Please click the save icon before leaving this page or your changes will not be saved.

NOTE: This same process is used to remove any level of the hierarchy. Please note that if a level is removed that has any sub levels or locations associated, all sub levels and locations will also be removed.

CHAPTER 7 - HIERARCHY USER SETUP

As the Internal Orkin Administrator, you will be responsible for adding new customers, deleting current customer and creating customer definitions that will provide clients with specific report views of their pest management data. In this Chapter Administrator will learn the following:

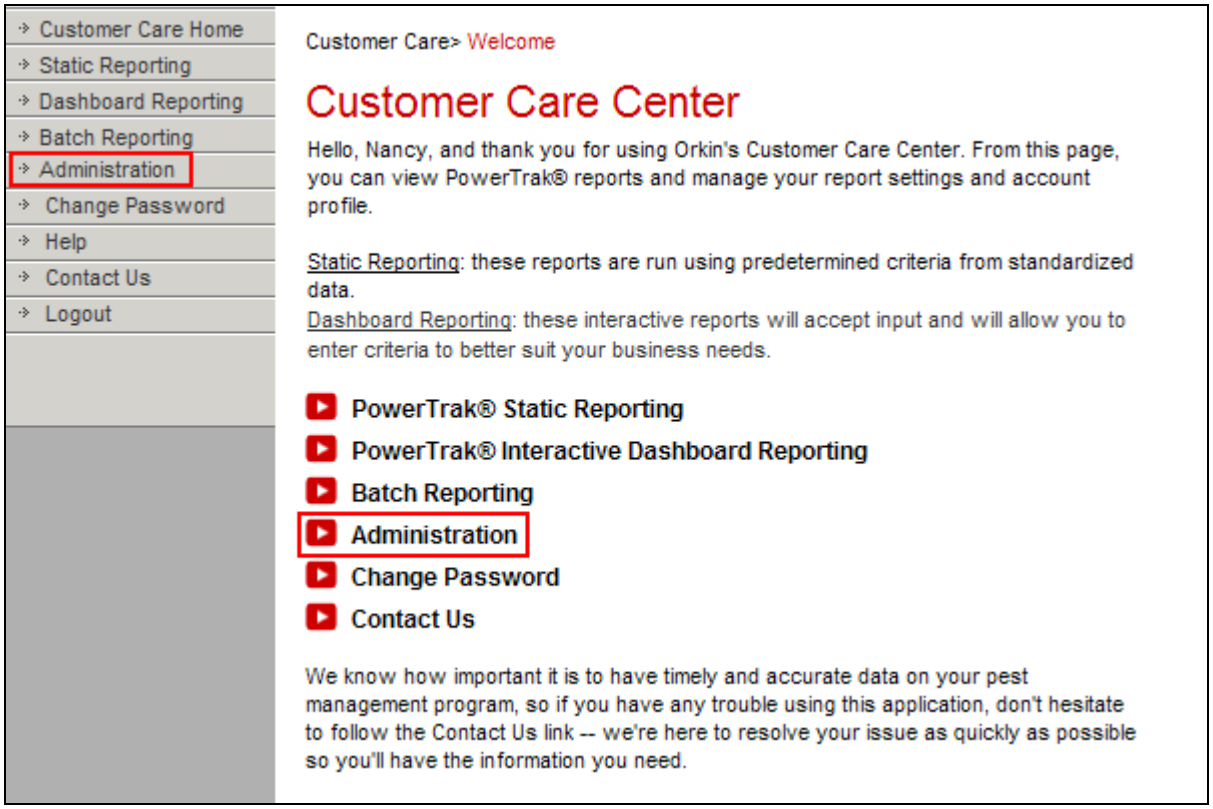
- Setup of Reporting Users
- Managing access levels for downloading reports.
- Deleting of Reporting Users

CREATING USERS:

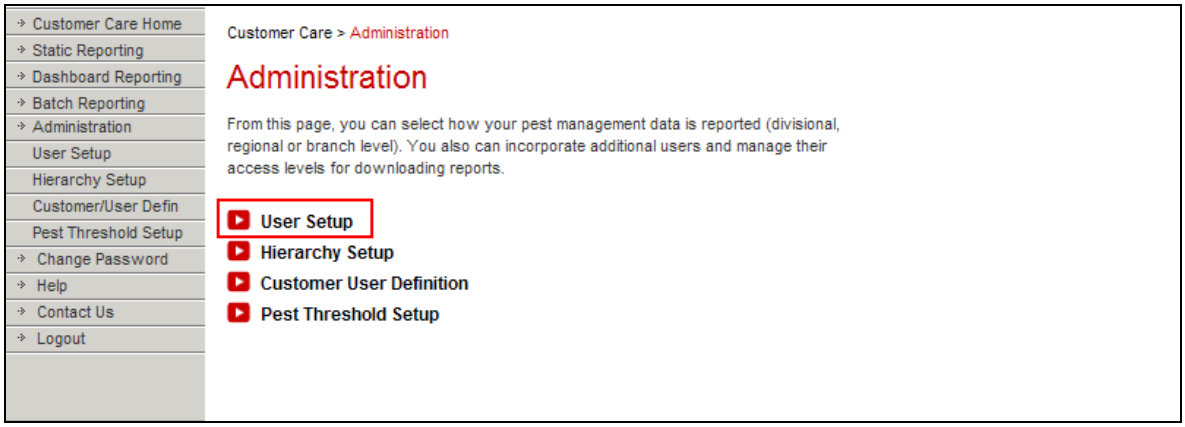
Steps

1. You must be logged into the Customer Reporting system as the Internal Orkin Administrator.

2. Click on the Administration option located in the left hand navigation bar.

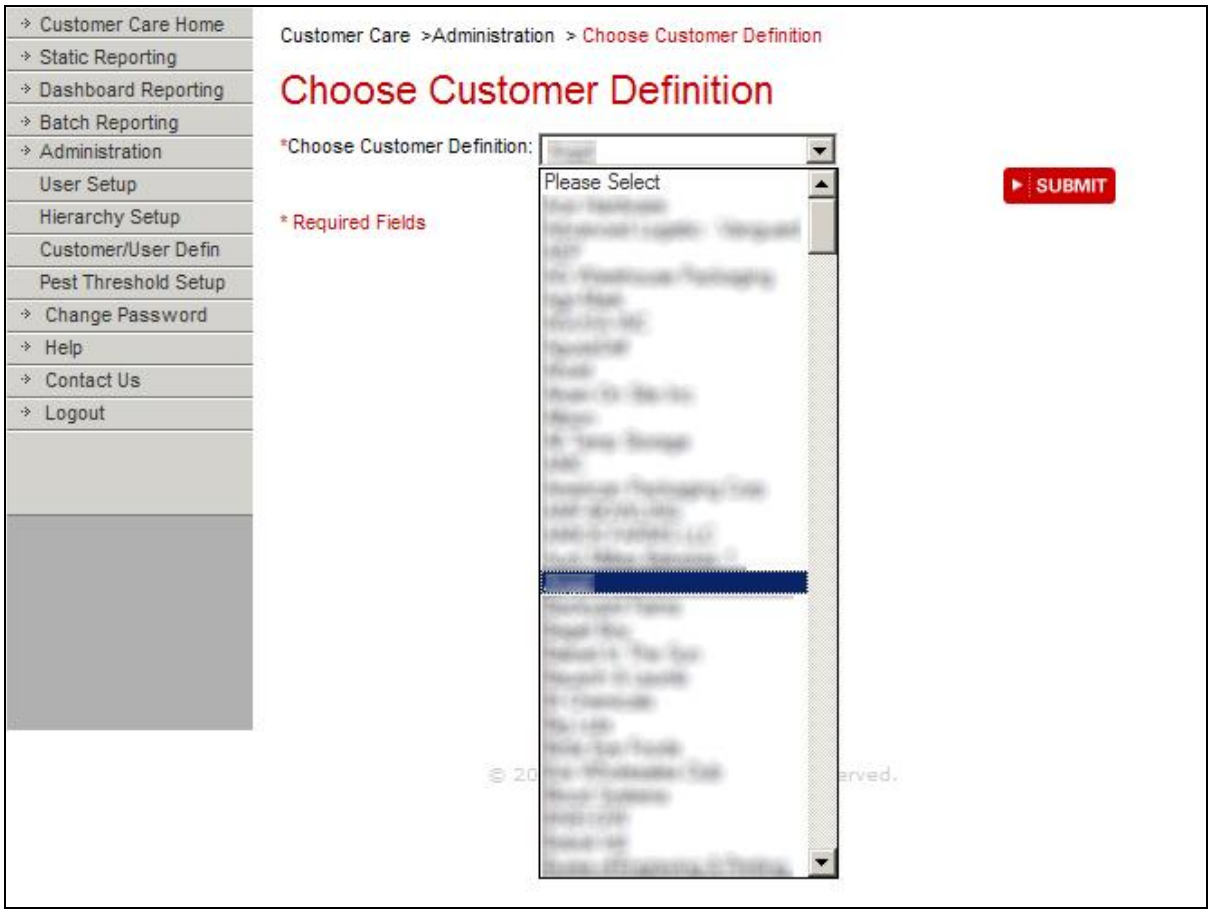

Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Batch Reporting
Administration
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

3. The Administration Screen below will be displayed with the options of User Setup, Hierarchy, Customer User Definition, and Pest Threshold Setup.

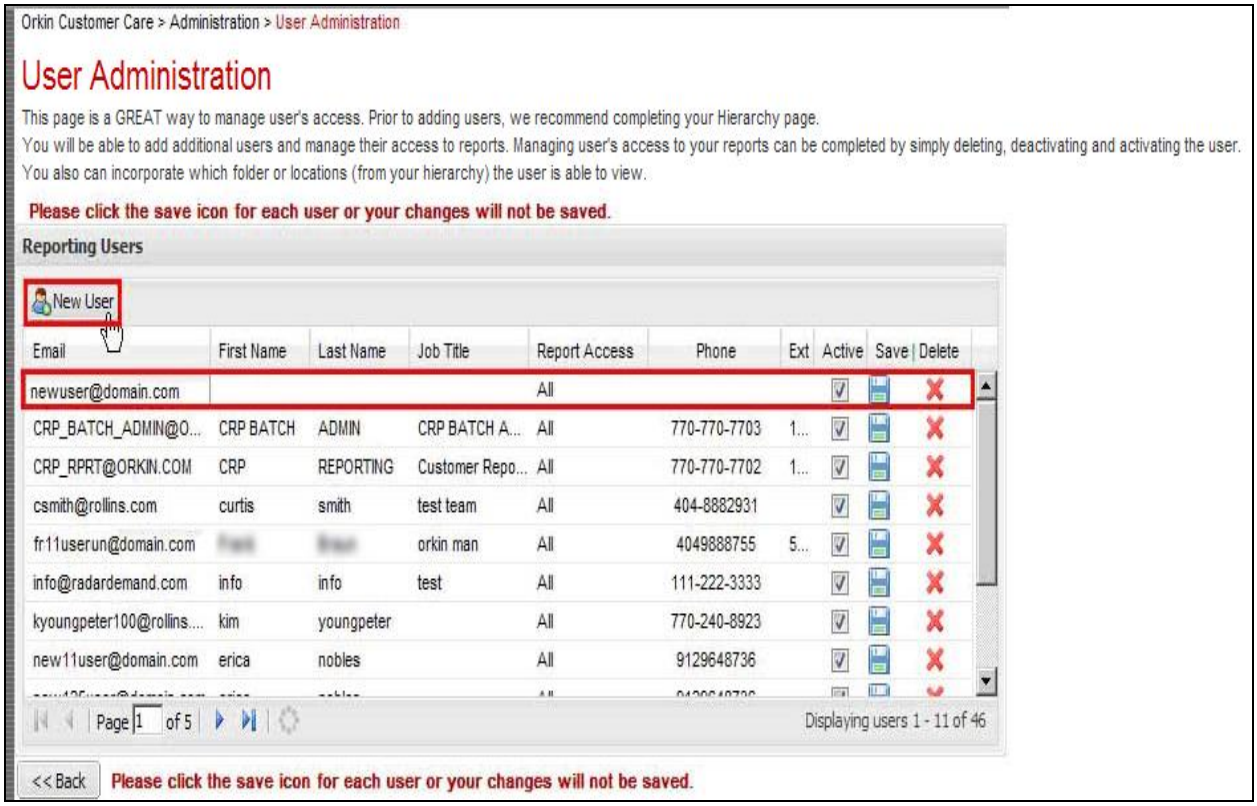


4. Click on the User Setup option. Selecting this option will display the Choose Customer Definition Screen.

5. On the Choose Customer Definition Screen, select the desired customer using the Customer Definition drop down menu.



6. The User Administration screen will display.

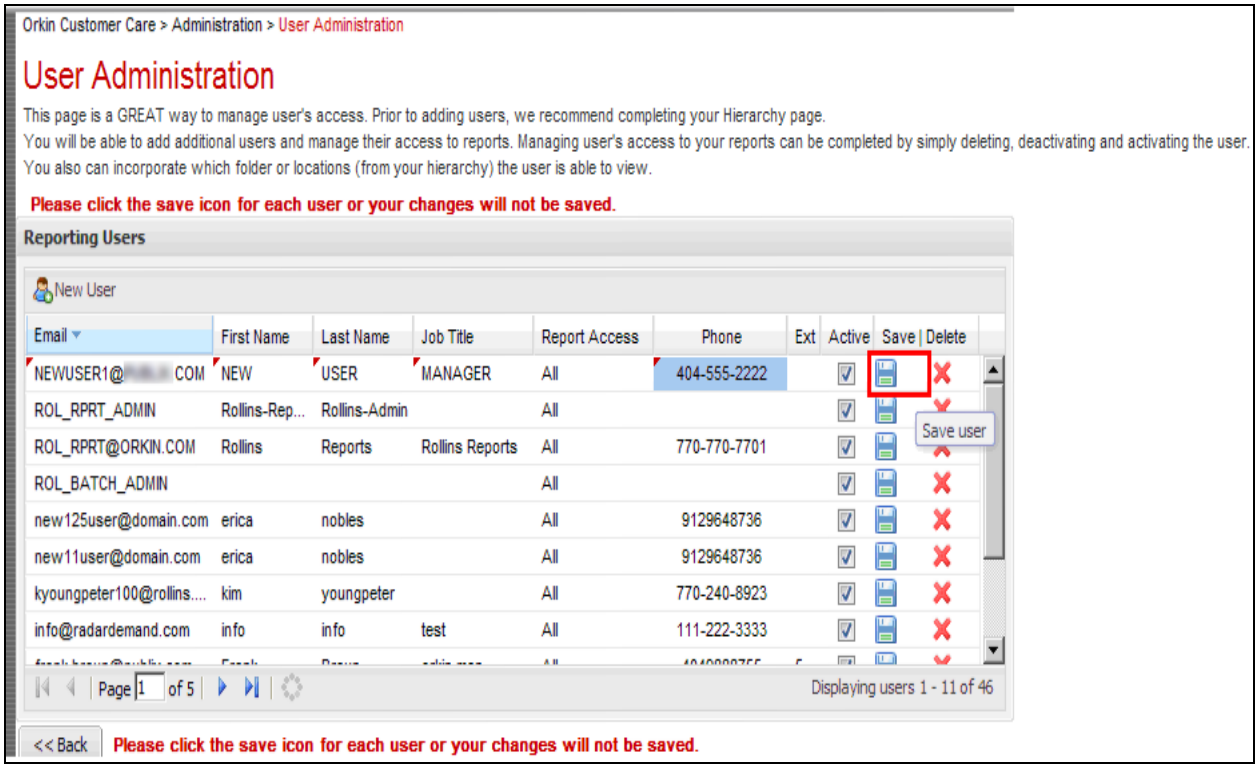


7. To create a new user, click on the words "New User" located on the left side of the screen.

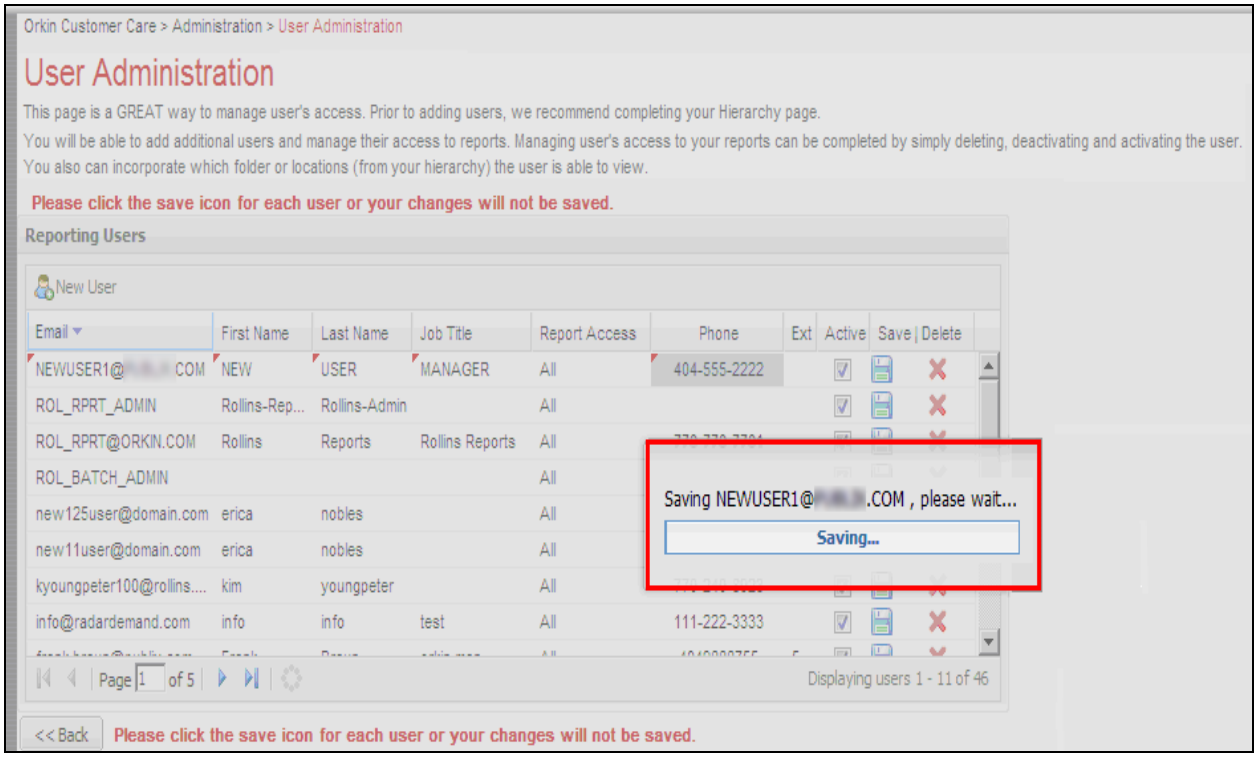
8. Clicking on "New User" will allow the following user information to be populated in the table.

- **Email** – Users Email Address: Email is the user ID and is a Mandatory Field.
- **First Name** – Users First Name: This is a Mandatory Field
- **Last Name** – Users Last Name: This is a Mandatory Field.
- **Title** – Users Title: This is Not a Mandatory Field.
- **Report Access** – This field defines the reports that the user will be allowed to access and defaults to "ALL". If "ALL" is not the correct access level, click in the "Report Access" field of the selected user and the newly displayed drop down menu can be used to select the appropriate user access.
- **Phone Number** – Users Phone Number: This is a Mandatory Field
- **Extension** – Users Phone Number Extension: This is Not a Mandatory Field
- **Active** - This field defines if the user is Active and defaults to Active by showing a check in the corresponding box. If the user should be de-activated this box will need to be Un-Checked.

9. Once all the New User information has been input into the appropriate fields, click on the corresponding "Save" icon.

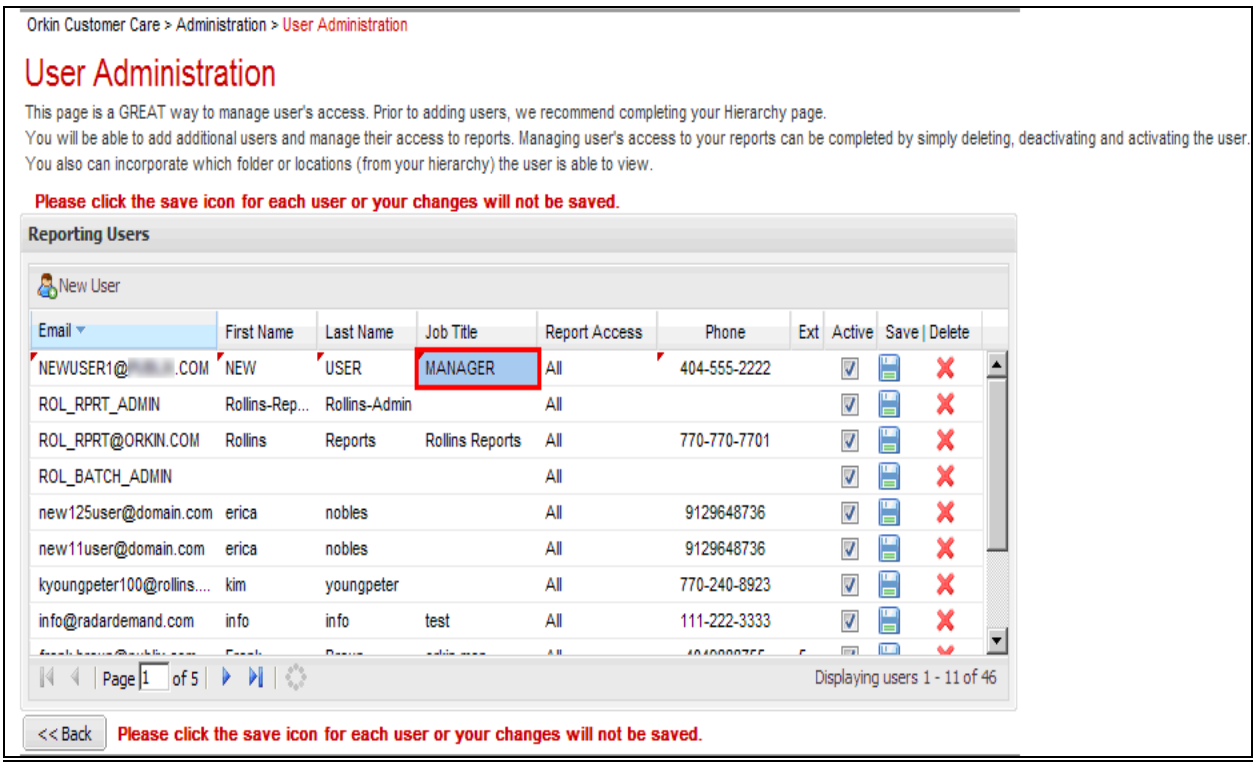


10. Clicking on the "Save" Icon will generate a Status Window. Click "OK" to complete the New User setup process.

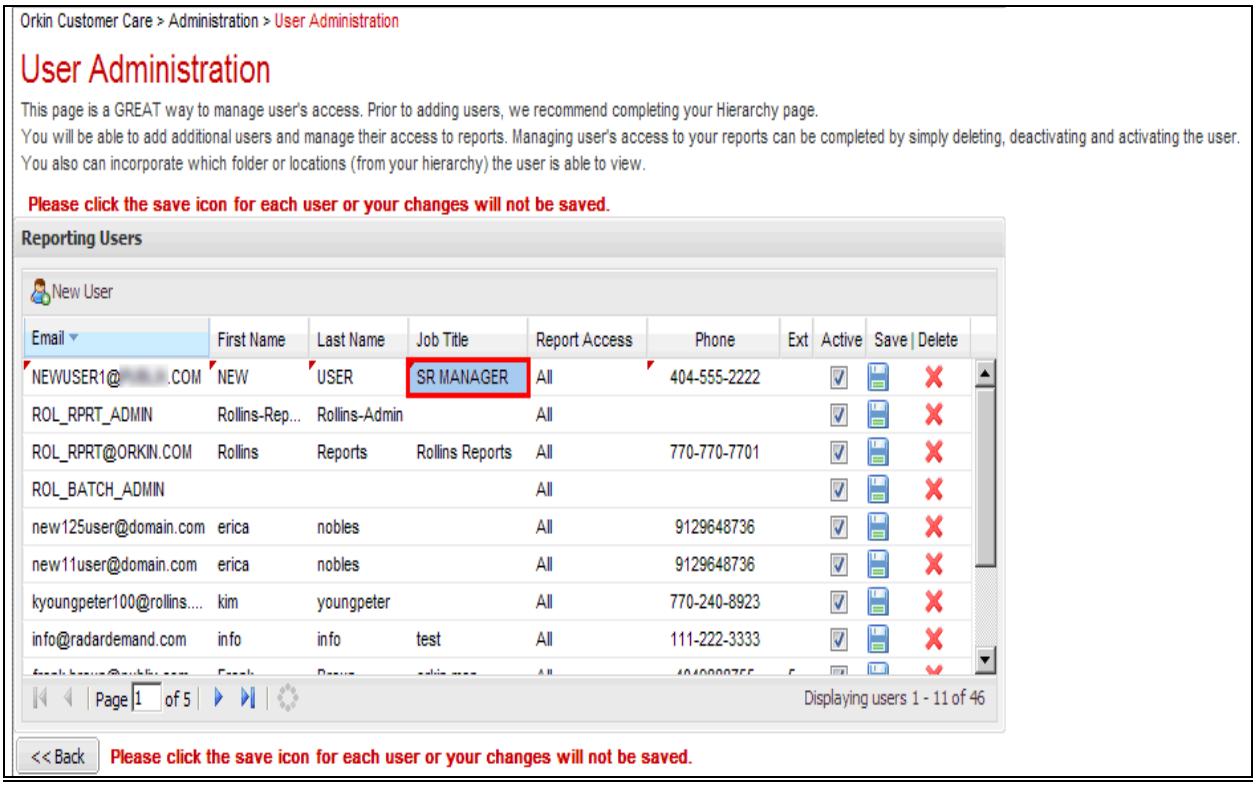

Orkin Customer Care > Administration > User Administration
User Administration
This page is a GREAT way to manage user's access. Prior to adding users, we recommend completing your Hierarchy page.
You will be able to add additional users and manage their access to reports. Managing user's access to your reports can be completed by simply deleting, deactivating and activating the user.
You also can incorporate which folder or locations (from your hierarchy) the user is able to view.
Please click the save icon for each user or your changes will not be saved.
Reporting Users
New User
Email
First Name
Last Name
Job Title
Report Access
Phone
Ext
Active
Save | Delete
Saving NEWUSER1@ .COM , please wait...
Saving...
Page 1 of 5
Displaying users 1 - 11 of 46
<< Back
Please click the save icon for each user or your changes will not be saved.

EDITING USERS:

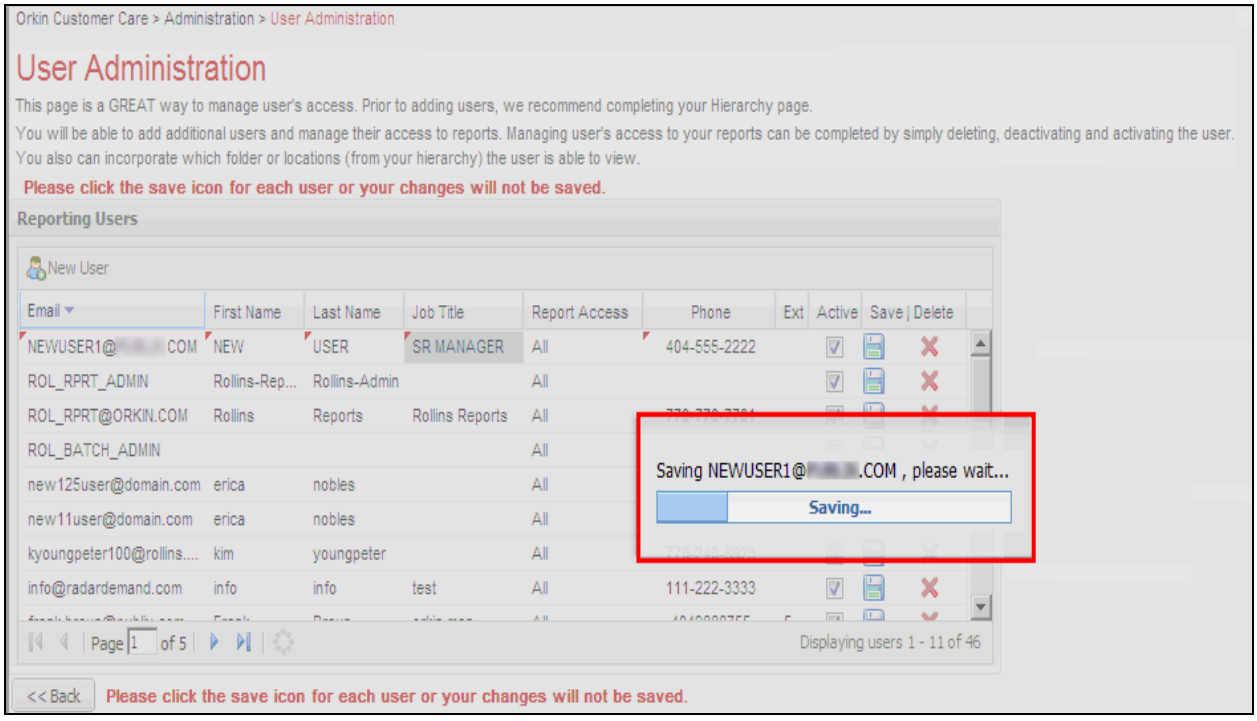
1. To edit user information double, click on the field to be edited. In the example below, the title field has been double clicked in order to be changed.


Orkin Customer Care > Administration > User Administration
User Administration
This page is a GREAT way to manage user's access. Prior to adding users, we recommend completing your Hierarchy page.
You will be able to add additional users and manage their access to reports. Managing user's access to your reports can be completed by simply deleting, deactivating and activating the user.
You also can incorporate which folder or locations (from your hierarchy) the user is able to view.
Please click the save icon for each user or your changes will not be saved.
Reporting Users
New User
Email | First Name | Last Name | Job Title | Report Access | Phone | Ext | Active | Save | Delete
NEWUSER1@ .COM | NEW | USER | MANAGER | All | 404-555-2222
ROL_RPRT_ADMIN | Rollins-Rep... | Rollins-Admin | | All
ROL_RPRT@ORKIN.COM | Rollins | Reports | Rollins Reports | All | 770-770-7701
ROL_BATCH_ADMIN | | | | All
new125user@domain.com | erica | nobles | | All | 9129648736
new11user@domain.com | erica | nobles | | All | 9129648736
kyoungpeter100@rollins.... | kim | youngpeter | | All | 770-240-8923
info@radardemand.com | info | info | test | All | 111-222-3333
Page 1 of 5
Displaying users 1 - 11 of 46
<< Back
Please click the save icon for each user or your changes will not be saved.

2. Enter the corrected information in the field to be edited and click the "SAVE" Icon.


Orkin Customer Care > Administration > User Administration
User Administration
This page is a GREAT way to manage user's access. Prior to adding users, we recommend completing your Hierarchy page.
You will be able to add additional users and manage their access to reports. Managing user's access to your reports can be completed by simply deleting, deactivating and activating the user.
You also can incorporate which folder or locations (from your hierarchy) the user is able to view.
Please click the save icon for each user or your changes will not be saved.
Reporting Users
New User
Email | First Name | Last Name | Job Title | Report Access | Phone | Ext | Active | Save | Delete
NEWUSER1@ .COM | NEW | USER | SR MANAGER | All | 404-555-2222
ROL_RPRT_ADMIN | Rollins-Rep... | Rollins-Admin | | All
ROL_RPRT@ORKIN.COM | Rollins | Reports | Rollins Reports | All | 770-770-7701
ROL_BATCH_ADMIN | | | | All
new125user@domain.com | erica | nobles | | All | 9129648736
new11user@domain.com | erica | nobles | | All | 9129648736
kyoungpeter100@rollins.... | kim | youngpeter | | All | 770-240-8923
info@radardemand.com | info | info | test | All | 111-222-3333
Page 1 of 5
Displaying users 1 - 11 of 46
<< Back
Please click the save icon for each user or your changes will not be saved.

3. Clicking on the "Save" Icon will generate a Status Window. Click "OK" to complete the edit process.

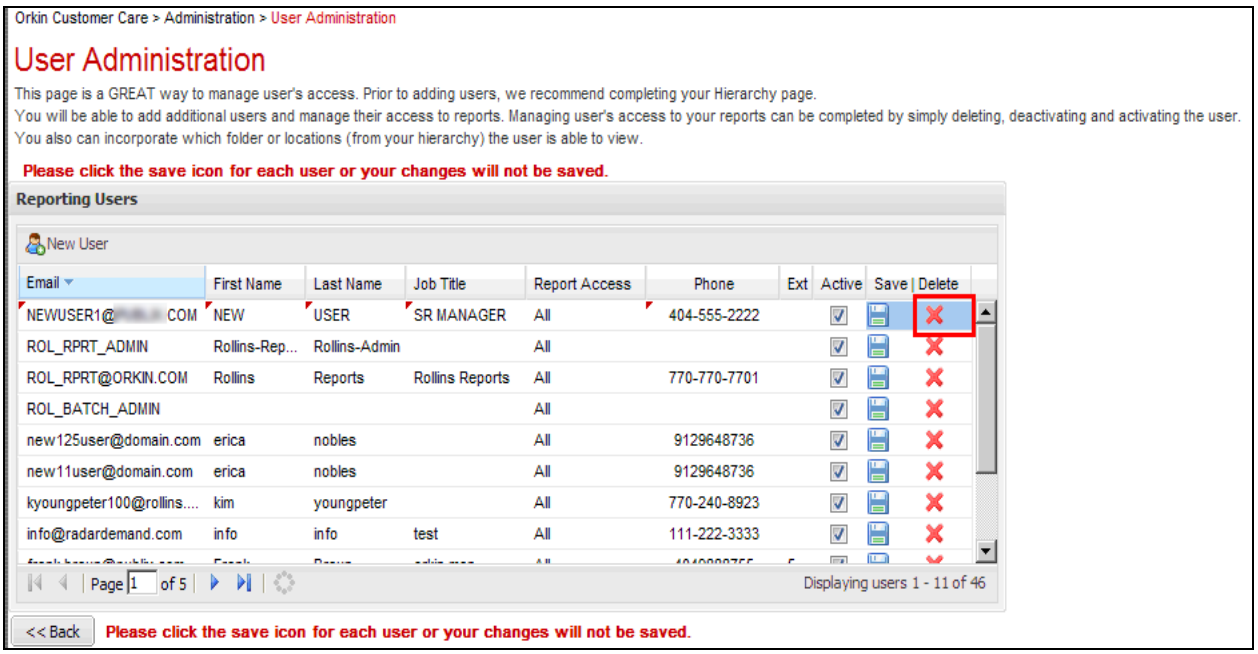


DELETING USERS:

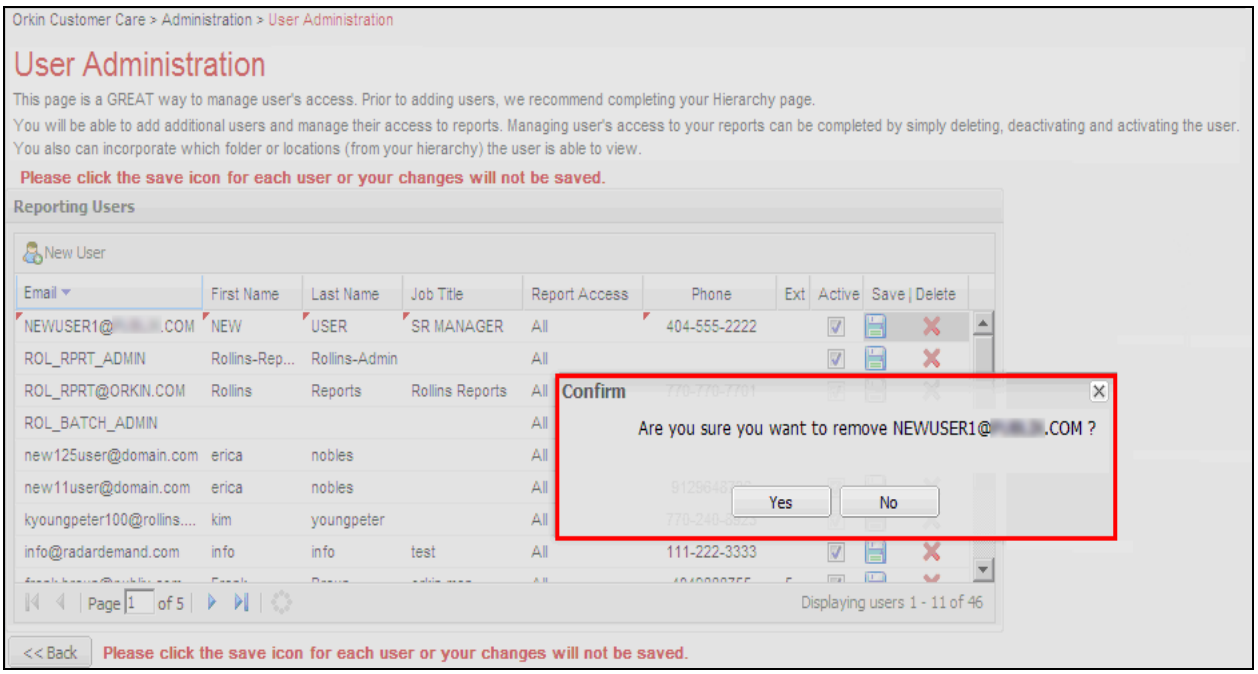
Steps

1. On the User Administration screen locate the user to be deleted.

2. Click on the corresponding red " **X** " located on the right side of the user information to be deleted.



3. A notification box will display requesting confirmation that the selected user will be removed. Selecting "YES" will remove the appropriate user and selecting "No" will allow the user to remain in the list of reporting users.


Orkin Customer Care > Administration > User Administration
User Administration
This page is a GREAT way to manage user's access. Prior to adding users, we recommend completing your Hierarchy page.
You will be able to add additional users and manage their access to reports. Managing user's access to your reports can be completed by simply deleting, deactivating and activating the user.
You also can incorporate which folder or locations (from your hierarchy) the user is able to view.
Please click the save icon for each user or your changes will not be saved.
Reporting Users
New User
Email
First Name
Last Name
Job Title
Report Access
Phone
Ext
Active
Save | Delete
Confirm
Are you sure you want to remove NEWUSER1@ .COM ?
Yes
No
Page 1 of 5
Displaying users 1 - 11 of 46
<< Back
Please click the save icon for each user or your changes will not be saved.

CHAPTER 8 – PEST THRESHOLD SETUP

The Corporate Pest Activity Report requires threshold numbers be defined for the pest types. Pest Threshold Setup allows both Internal and External Administrators to set up the pest type thresholds for a Customer.

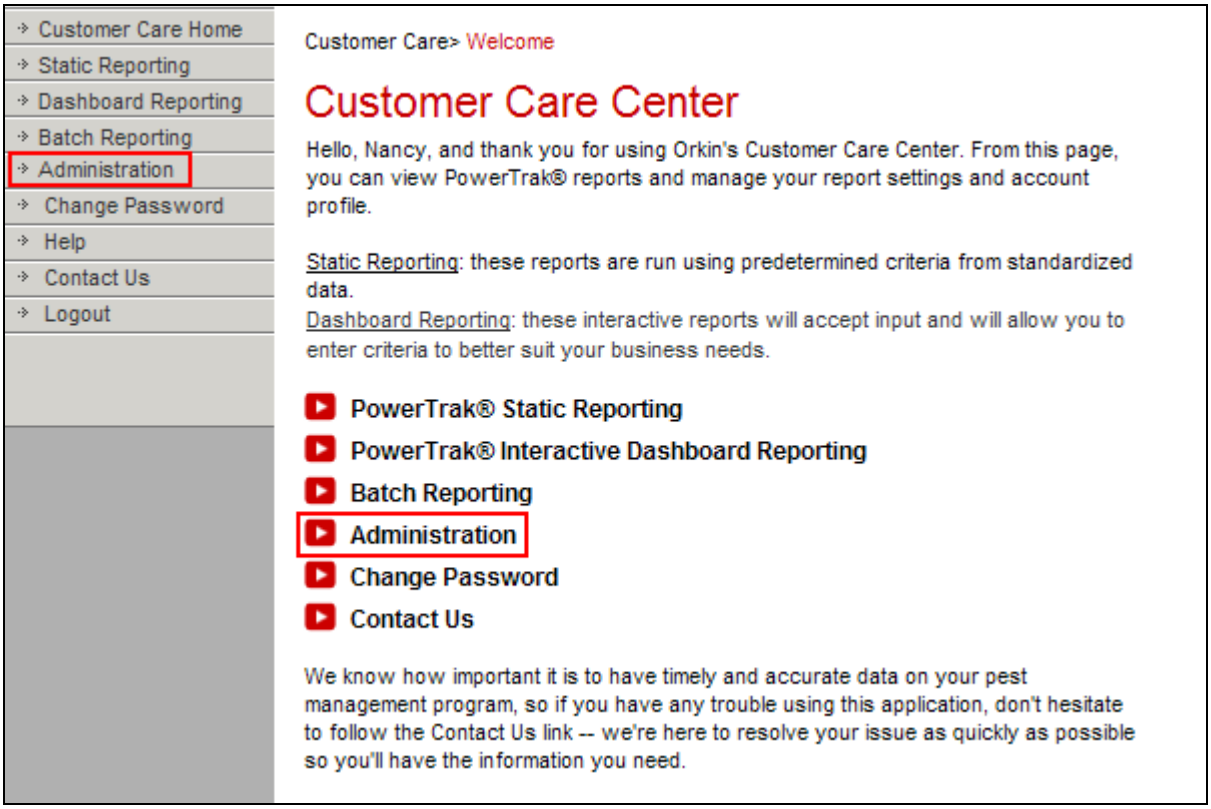
NOTE: The Corporate Pest Activity Report will not run for any pest type whose threshold is blank. For those pest type thresholds that are defined, the Corporate Pest Activity Report will look at the pest quantities in the PowerTrak service records, reporting only those service records with pest quantities that exceed the threshold for the associated pest type.

SETTING UP PEST THRESHOLDS:

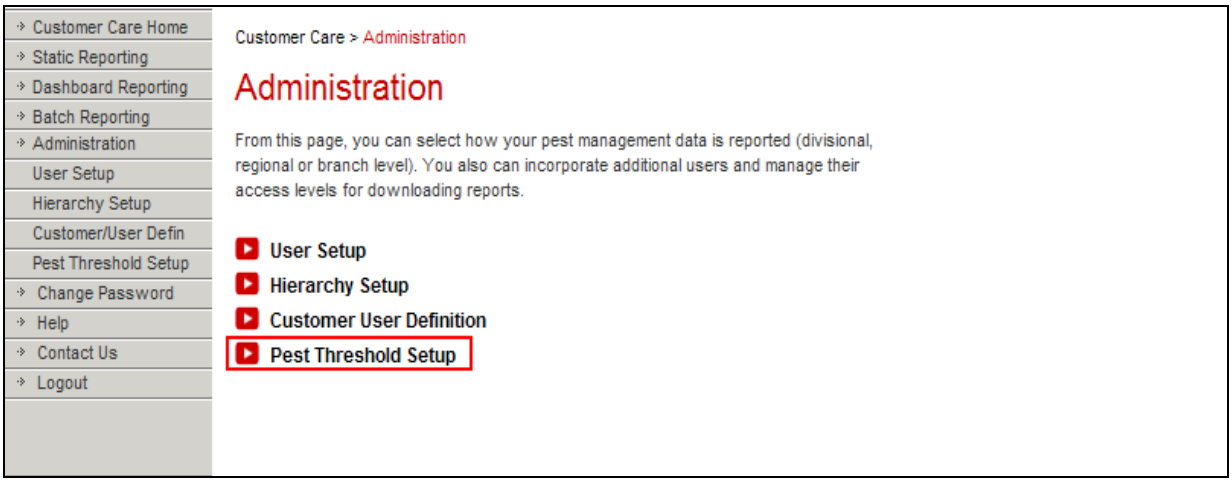
Steps

1. You must be logged into the Customer Reporting system as the Internal or External Orkin Administrator.

2. Click on the Administration option.

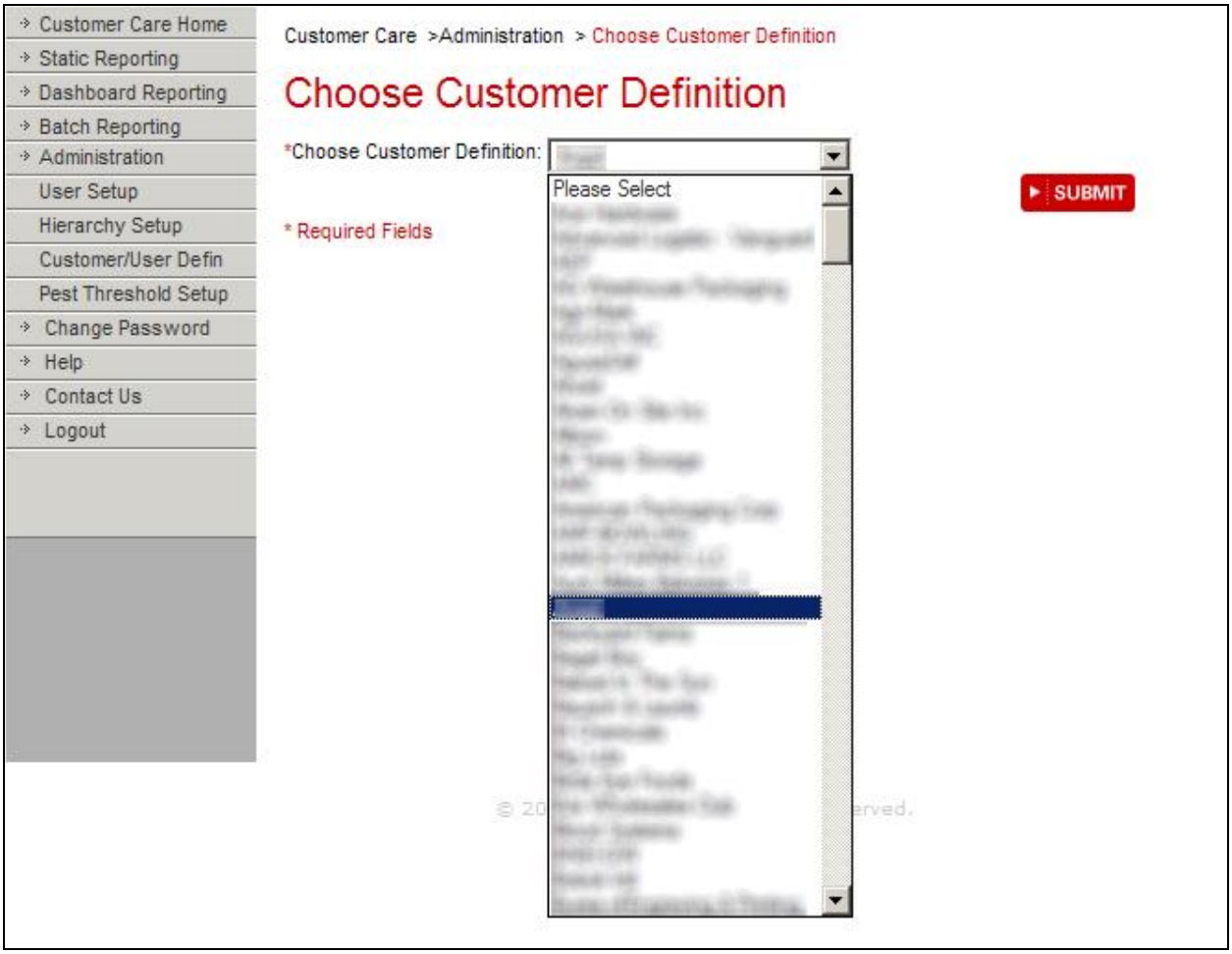

Customer Care Home
Static Reporting
Dashboard Reporting
Batch Reporting
Administration
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Batch Reporting
Administration
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

3. The Administration Screen below will be displayed with the options of User Setup, Hierarchy, Customer User Definition, and Pest Threshold Setup.

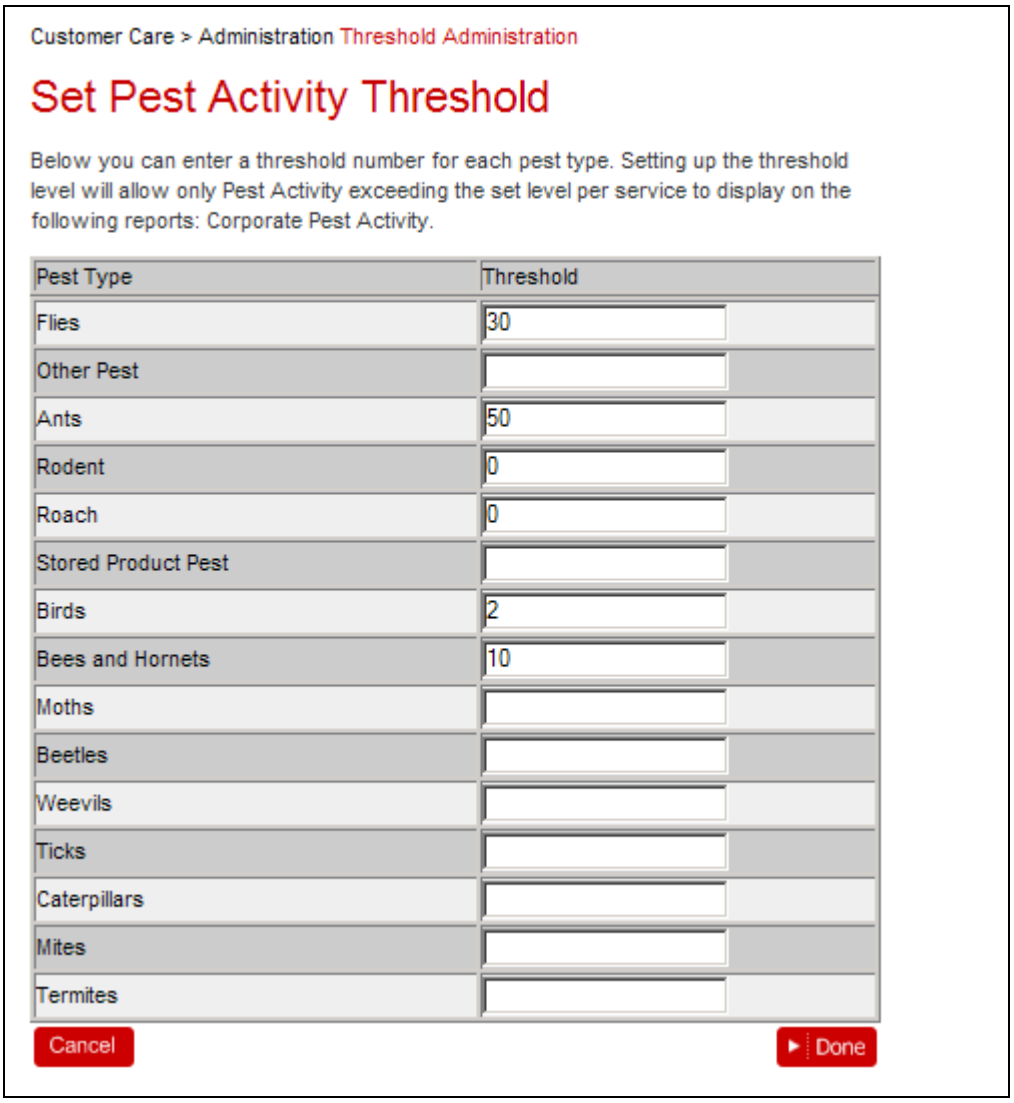


4. Click on the "Pest Threshold Setup" option. Selecting this option will display the Choose Customer Definition Screen if you are an Internal Administrator.

5. On the Choose Customer Definition Screen, select the desired customer using the Customer Definition drop down menu and click Submit.



6. The Threshold Administration screen will display.



7. Enter a threshold for each pest type applicable in the Customer's environment. Valid threshold values are 0-999.

8. Click "Done" to complete the Pest Threshold Setup.

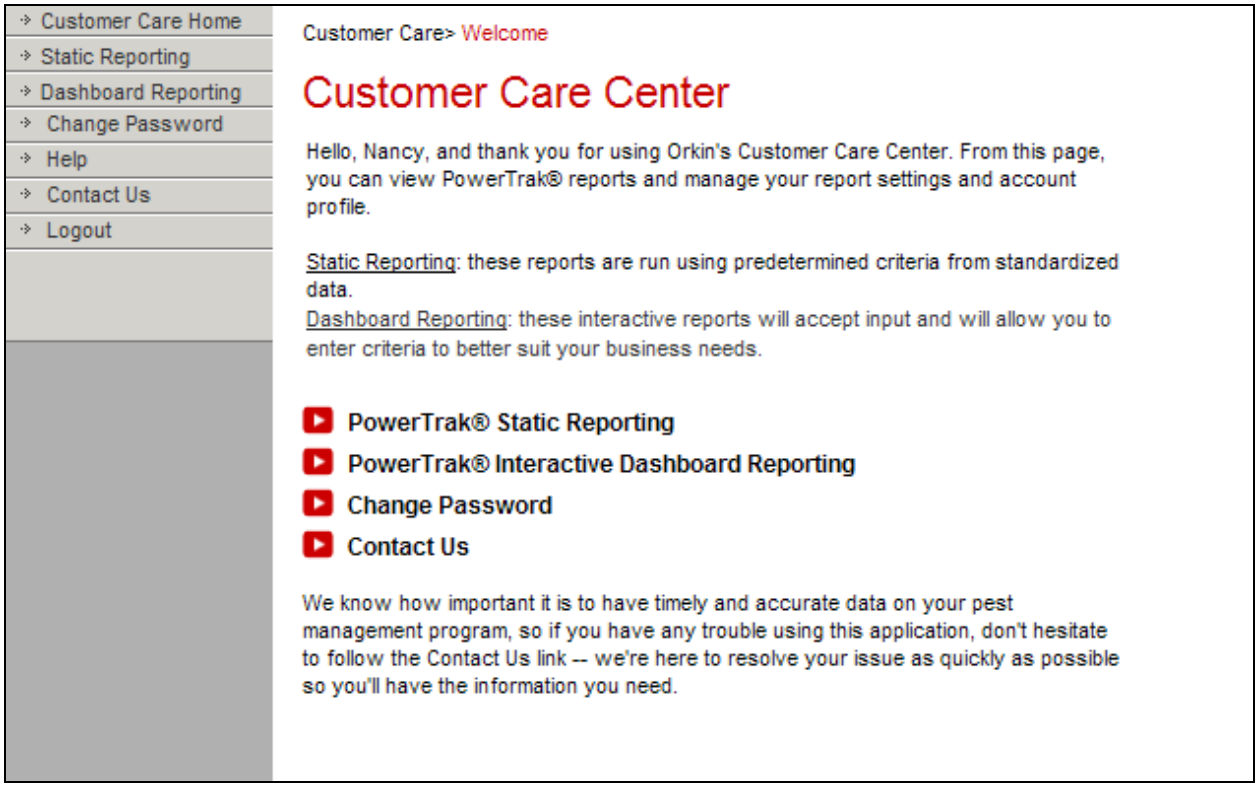
CHAPTER 9 - REPORTS

To access and view reports perform the following steps:

VIEWING REPORTS:

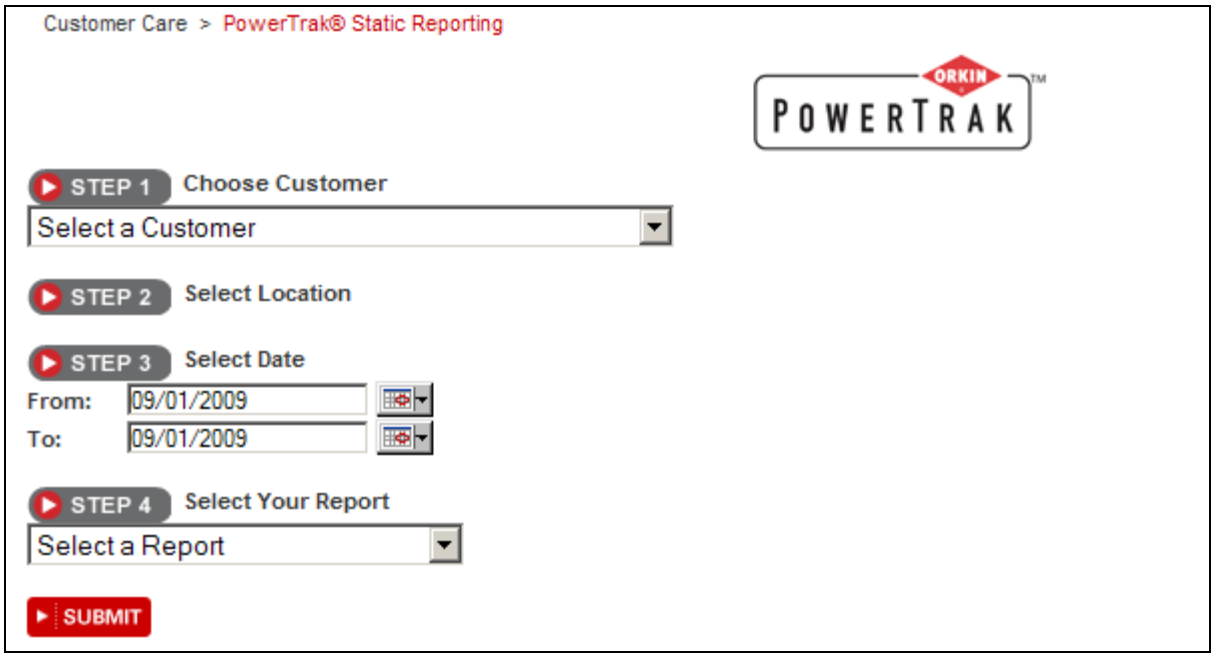
Steps

1. Log into the Customer Reporting application. (Follow steps in the Logging into Customer Reporting site section.) The following Customer Care Center page displays:


Customer Care Home
Static Reporting
Dashboard Reporting
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

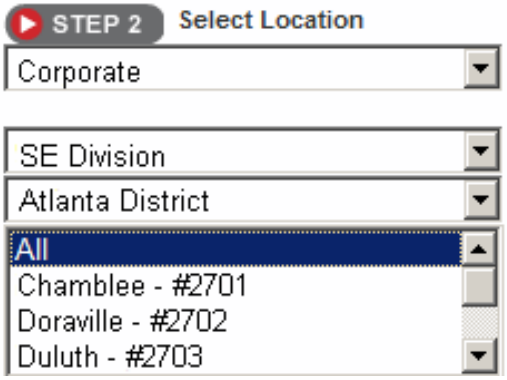
Note: The following steps follow the path of the PowerTrak® Static Reporting option. The same report viewing and export options apply to the PowerTrak® Interactive Dashboard Reporting option.

2. Click on the PowerTrak Static Reporting option. The PowerTrak Static Reporting parameter screen page displays.



3. Step 1: Choose the customer you wish to view the report for (Internal users only).

4. Step 2: Choose the location you wish to view report data for. The locations available to choose from will depend on your report viewing privileges and the customer chosen in Step 1.
Example: Corporate→Division 1→District 1→Location 1



5. Step 3: Click on the calendar symbol next to the 'From' field. The calendar expands. Select the "from date" for your report. A valid date is the previous day (default) or earlier.

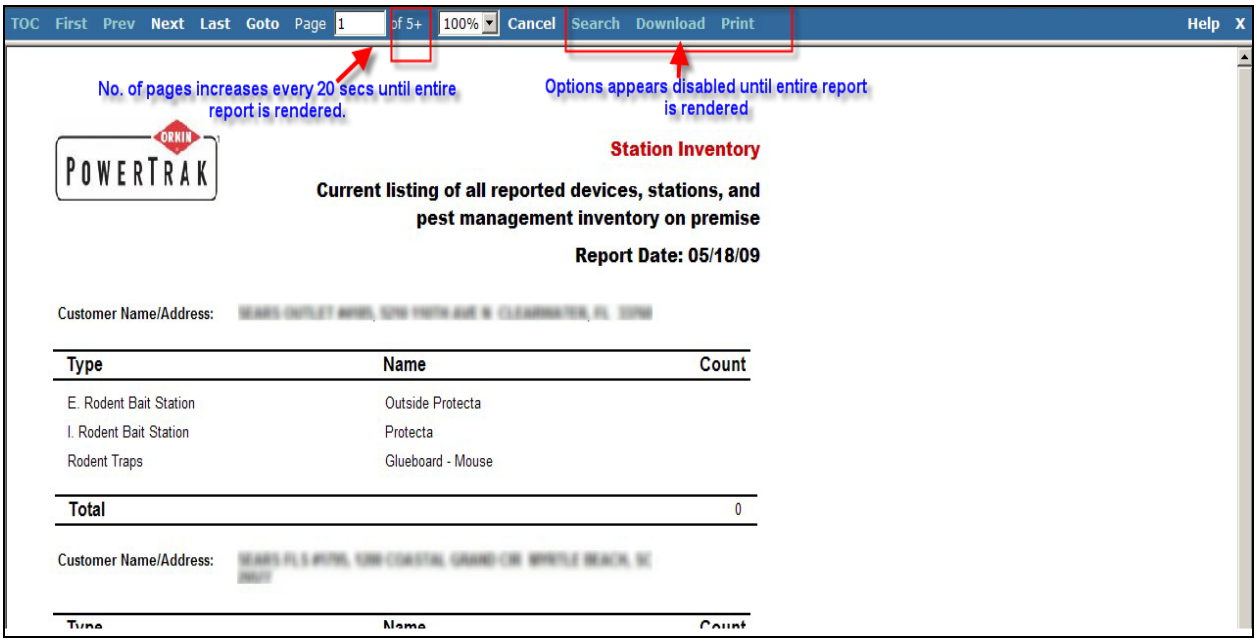
6. Click on the calendar symbol next to the 'To field'. The calendar expands. Select the "to date" for your report. A valid date is the previous day (default) or earlier.

7. Step 4: Click the drop down in the Select Your Report field. A listing of reports will display. Select the report you wish to view. An additional field may appear depending on the type of report chosen.

Example: If the Pesticide Usage Log report is chosen, the user would be required to select the pesticide he/she wished to view data for.

8. Click the Submit button. The first few pages of the report appear in a new pop-up window known as the report viewer. The remainder of the report will continue to render until all the report pages are available. The page will refresh itself after 15 seconds and then after every 60 seconds, but you can click "Next" at any time to see if the next page is available.

   When all pages are done rendering, the "TOC, First, Prev, Search, Download, and Print Options appear enabled.

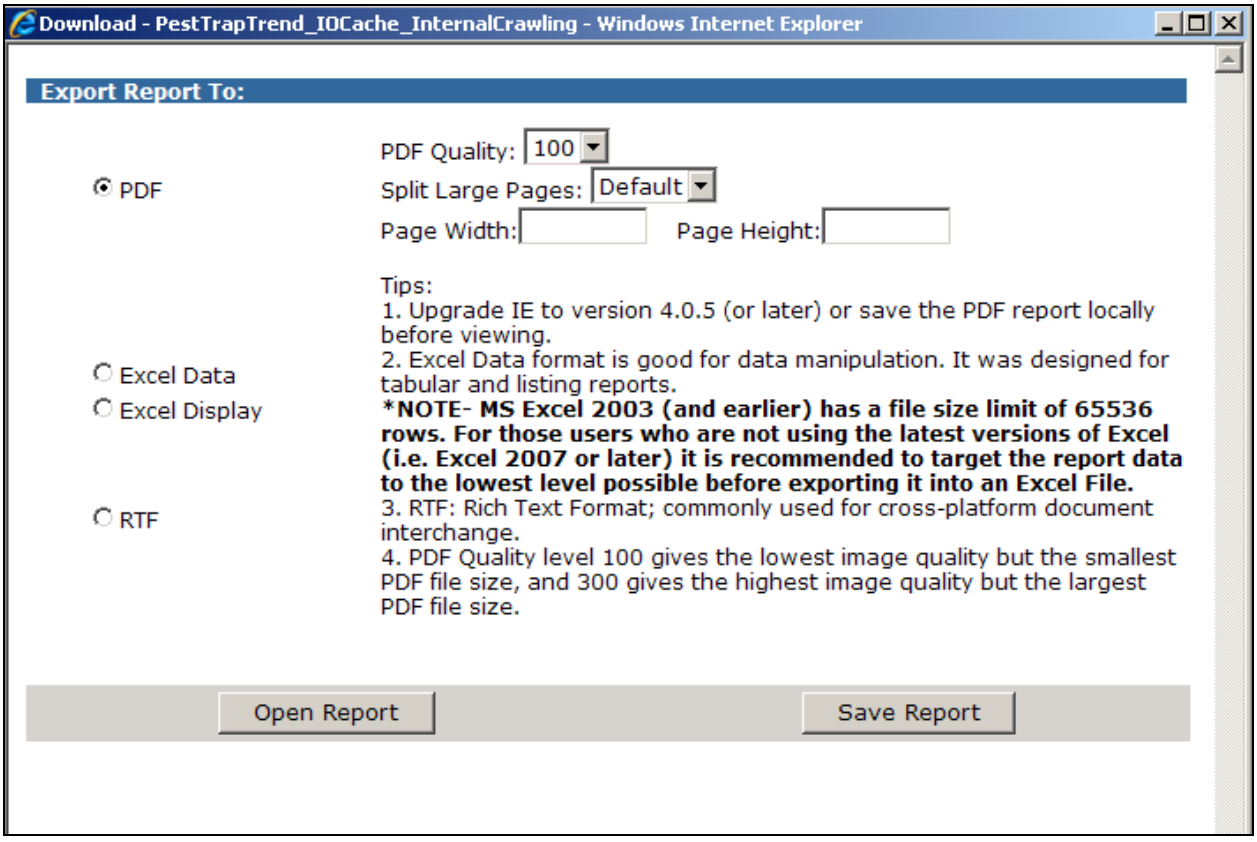

TOC First Prev Next Last Goto Page 1 of 5+ 100% Cancel Search Download Print Help X
No. of pages increases every 20 secs until entire report is rendered.
Options appears disabled until entire report is rendered
POWERTRAK
Station Inventory
Current listing of all reported devices, stations, and pest management inventory on premise
Report Date: 05/18/09
Customer Name/Address:
Type
Name
Count
E. Rodent Bait Station
Outside Protecta
I. Rodent Bait Station
Protecta
Rodent Traps
Glueboard - Mouse
Total
0
Customer Name/Address:

DOWNLOADING REPORTS:

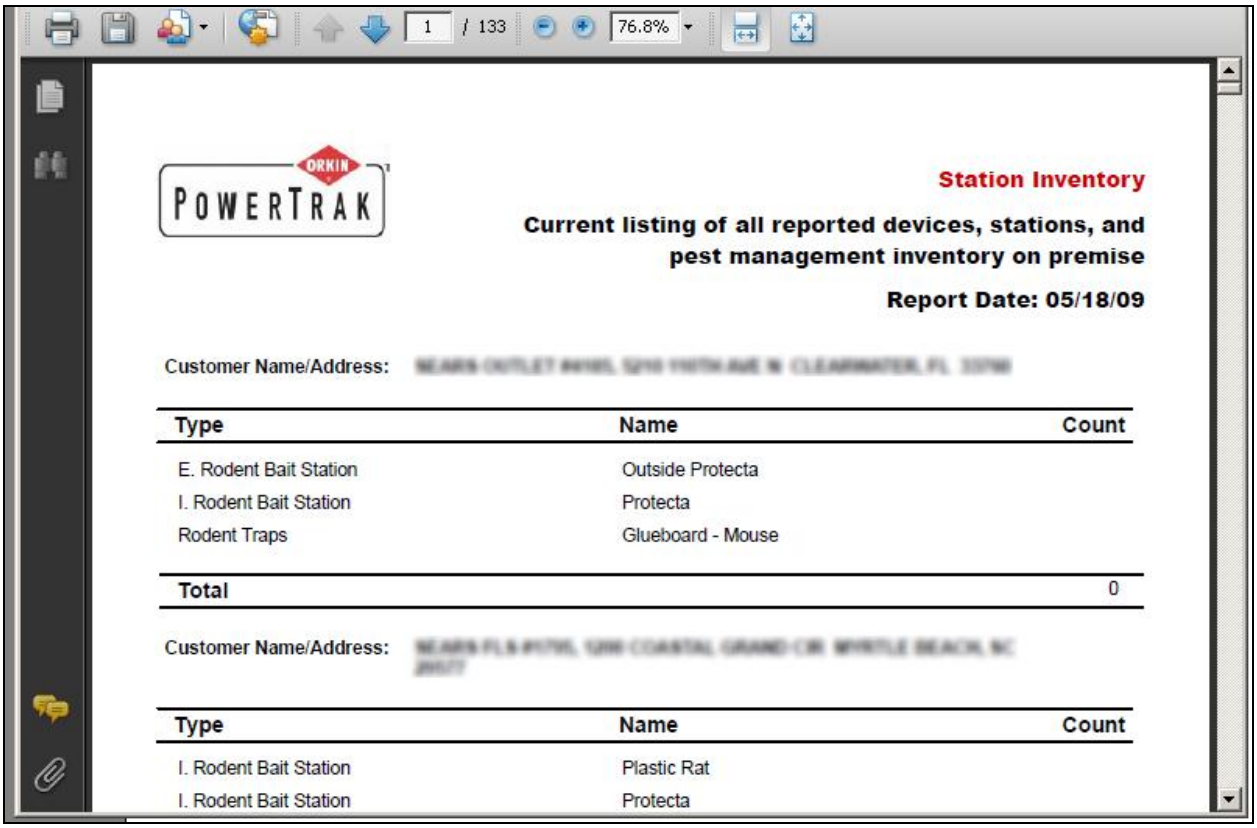
Steps

1. Follow the steps in Viewing Reports.

2. Click the "Download" option from the report viewer. The download window appears in a new window. The Export Report To selection defaults to PDF.


Download - PestTrapTrend_IOCache_InternalCrawling - Windows Internet Explorer
Export Report To:
PDF
PDF Quality: 100
Split Large Pages: Default
Page Width:
Page Height:
Tips:
1. Upgrade IE to version 4.0.5 (or later) or save the PDF report locally before viewing.
2. Excel Data format is good for data manipulation. It was designed for tabular and listing reports.
Excel Data
Excel Display
*NOTE- MS Excel 2003 (and earlier) has a file size limit of 65536 rows. For those users who are not using the latest versions of Excel (i.e. Excel 2007 or later) it is recommended to target the report data to the lowest level possible before exporting it into an Excel File.
RTF
3. RTF: Rich Text Format; commonly used for cross-platform document interchange.
4. PDF Quality level 100 gives the lowest image quality but the smallest PDF file size, and 300 gives the highest image quality but the largest PDF file size.
Open Report
Save Report

3. Click the Open Report button. The report appears as a PDF file in a new window.

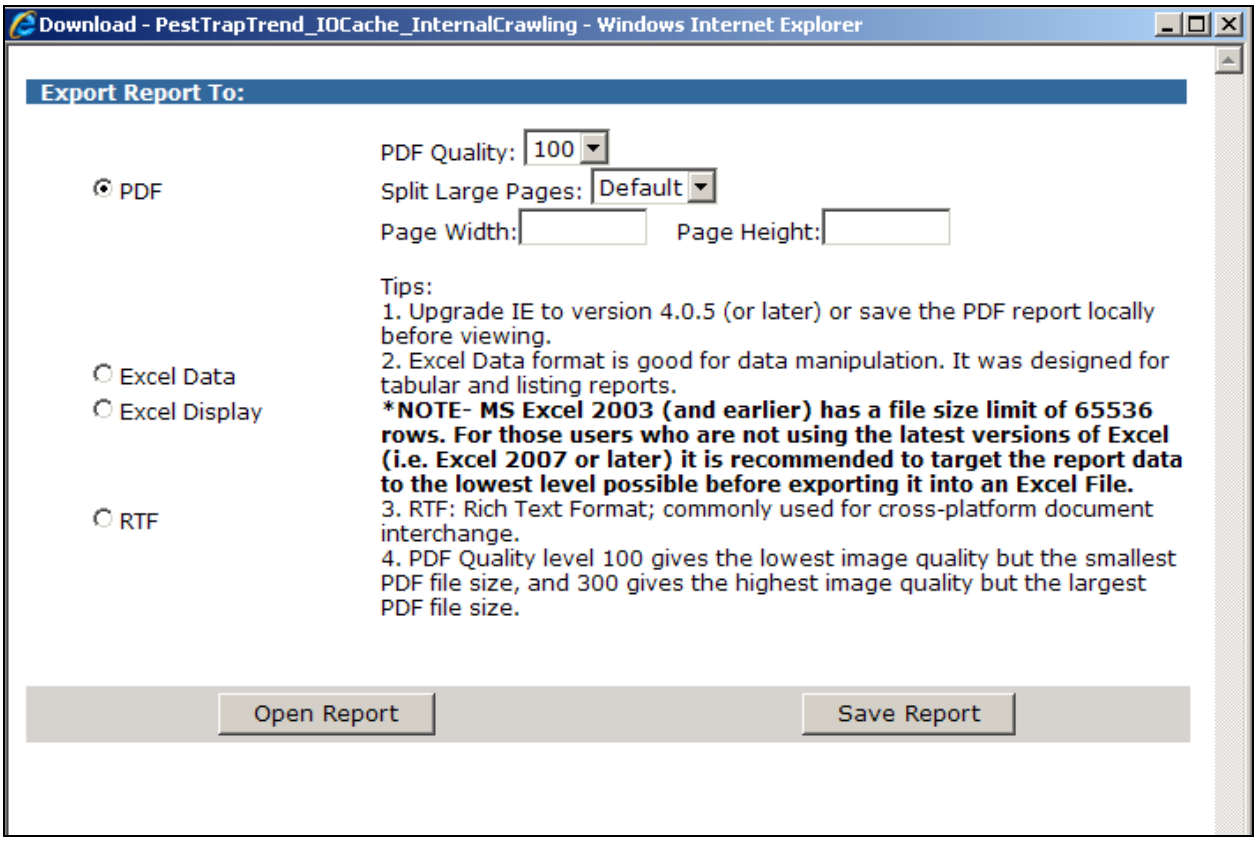


CREATING AN EXCEL FILE:

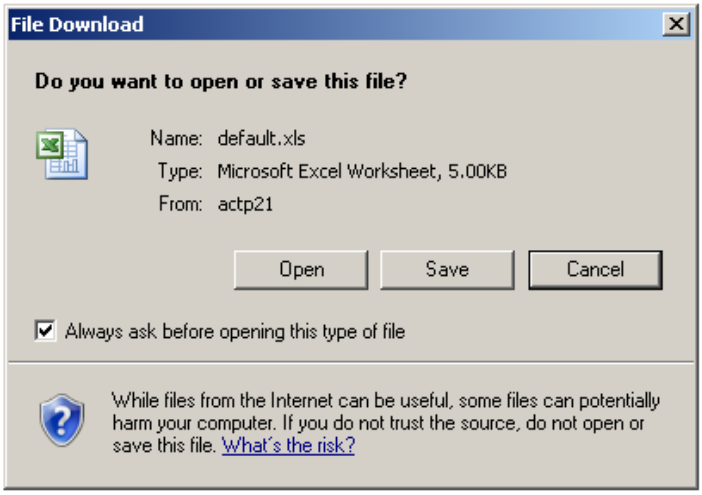
Steps

1. Follow the steps in Viewing Reports.

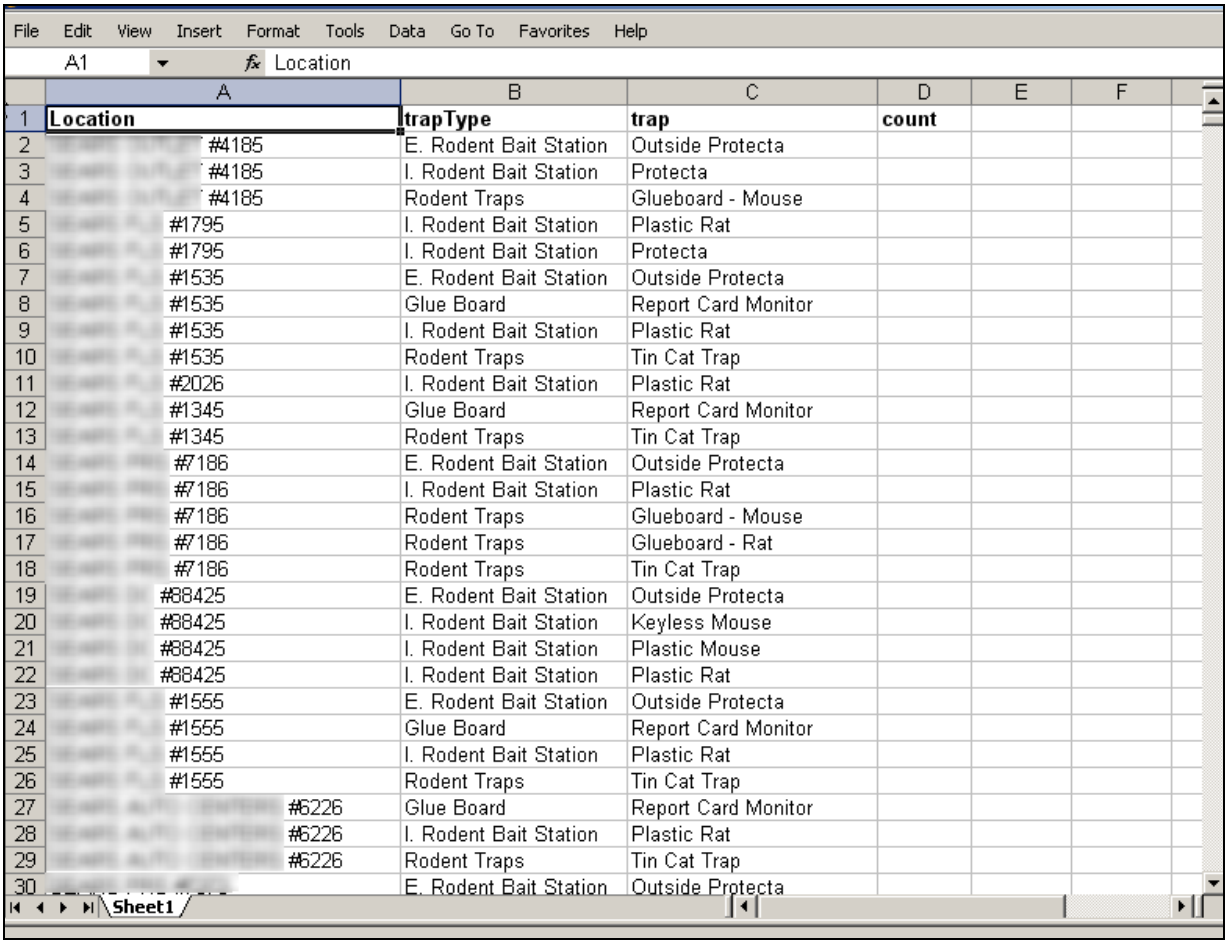
2. Click the "Download" option from the report viewer. The download window appears in a new window. The Export Report To selection defaults to PDF.


Download - PestTrapTrend_IOCache_InternalCrawling - Windows Internet Explorer
Export Report To:
PDF
PDF Quality: 100
Split Large Pages: Default
Page Width:
Page Height:
Tips:
1. Upgrade IE to version 4.0.5 (or later) or save the PDF report locally before viewing.
2. Excel Data format is good for data manipulation. It was designed for tabular and listing reports.
Excel Data
Excel Display
*NOTE- MS Excel 2003 (and earlier) has a file size limit of 65536 rows. For those users who are not using the latest versions of Excel (i.e. Excel 2007 or later) it is recommended to target the report data to the lowest level possible before exporting it into an Excel File.
RTF
3. RTF: Rich Text Format; commonly used for cross-platform document interchange.
4. PDF Quality level 100 gives the lowest image quality but the smallest PDF file size, and 300 gives the highest image quality but the largest PDF file size.
Open Report
Save Report

3. Click the Excel Data option and then click the Open Report button. The following screen appears.


File Download
Do you want to open or save this file?
Name: default.xls
Type: Microsoft Excel Worksheet, 5.00KB
From: actp21
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

4. Click Open. The Excel file appears in a new window.



File Edit View Insert Format Tools Data Go To Favorites Help

A1 Location

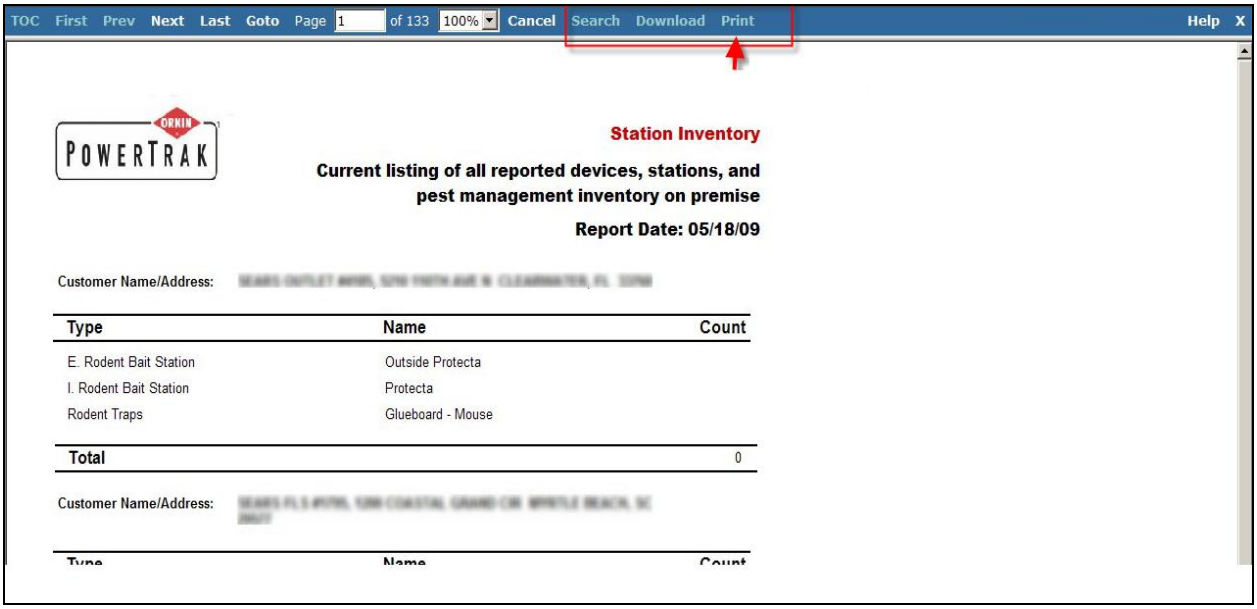
	A	B	C	D	E	F
1	**Location**	**trapType**	**trap**	**count**		
2	#4185	E. Rodent Bait Station	Outside Protecta			
3	#4185	I. Rodent Bait Station	Protecta			
4	#4185	Rodent Traps	Glueboard - Mouse			
5	#1795	I. Rodent Bait Station	Plastic Rat			
6	#1795	I. Rodent Bait Station	Protecta			
7	#1535	E. Rodent Bait Station	Outside Protecta			
8	#1535	Glue Board	Report Card Monitor			
9	#1535	I. Rodent Bait Station	Plastic Rat			
10	#1535	Rodent Traps	Tin Cat Trap			
11	#2026	I. Rodent Bait Station	Plastic Rat			
12	#1345	Glue Board	Report Card Monitor			
13	#1345	Rodent Traps	Tin Cat Trap			
14	#7186	E. Rodent Bait Station	Outside Protecta			
15	#7186	I. Rodent Bait Station	Plastic Rat			
16	#7186	Rodent Traps	Glueboard - Mouse			
17	#7186	Rodent Traps	Glueboard - Rat			
18	#7186	Rodent Traps	Tin Cat Trap			
19	#88425	E. Rodent Bait Station	Outside Protecta			
20	#88425	I. Rodent Bait Station	Keyless Mouse			
21	#88425	I. Rodent Bait Station	Plastic Mouse			
22	#88425	I. Rodent Bait Station	Plastic Rat			
23	#1555	E. Rodent Bait Station	Outside Protecta			
24	#1555	Glue Board	Report Card Monitor			
25	#1555	I. Rodent Bait Station	Plastic Rat			
26	#1555	Rodent Traps	Tin Cat Trap			
27	#6226	Glue Board	Report Card Monitor			
28	#6226	I. Rodent Bait Station	Plastic Rat			
29	#6226	Rodent Traps	Tin Cat Trap			
30		E. Rodent Bait Station	Outside Protecta			

Sheet1

PRINTING REPORTS:

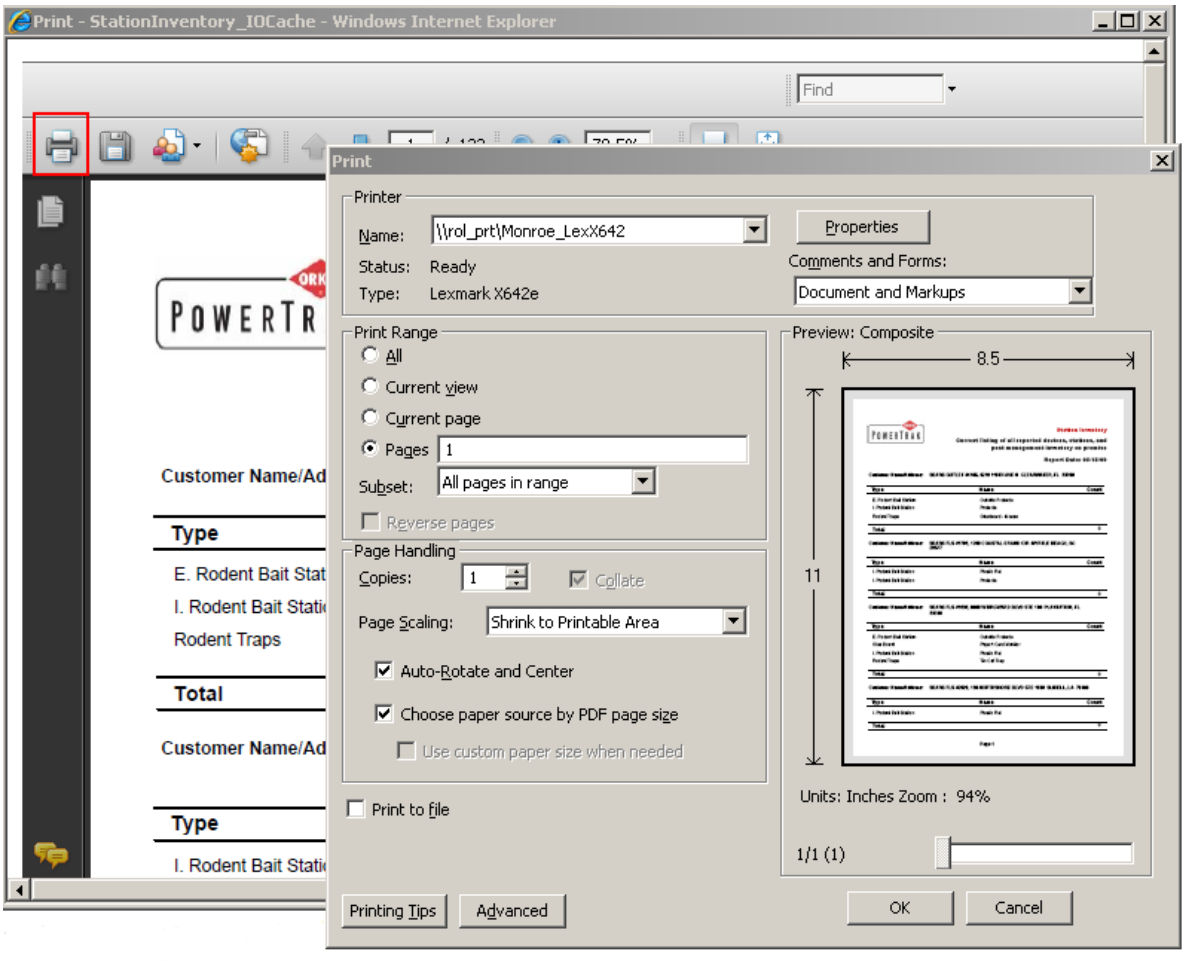
Steps

1. Follow the steps for Viewing Reports. The report appears in a new pop-up window known as the report viewer.



2. Click the "Print" link from the report viewer. The report appears in a new PDF window.

3. Click the printer icon in the PDF window. The print dialog is displayed.



4. Click the OK button. The report is sent to the printer.

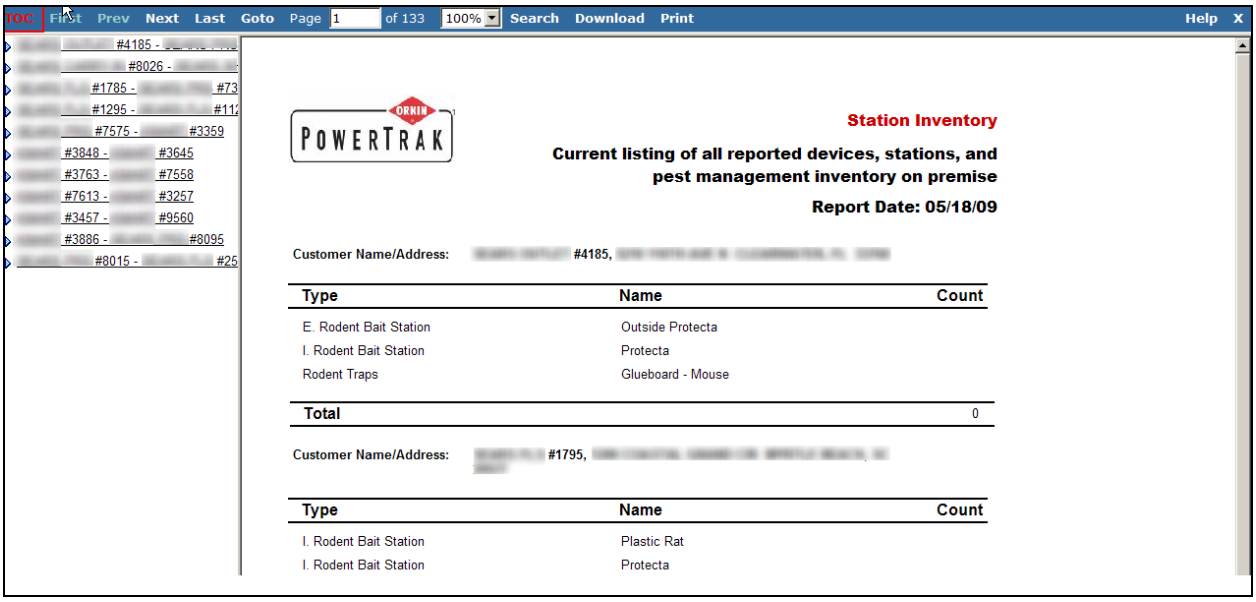
NAVIGATING A REPORT VIA TOC:

NOTE: While the TOC option is available in the report viewer for both the static and interactive dashboard reports, it has most relevance for the static reports.

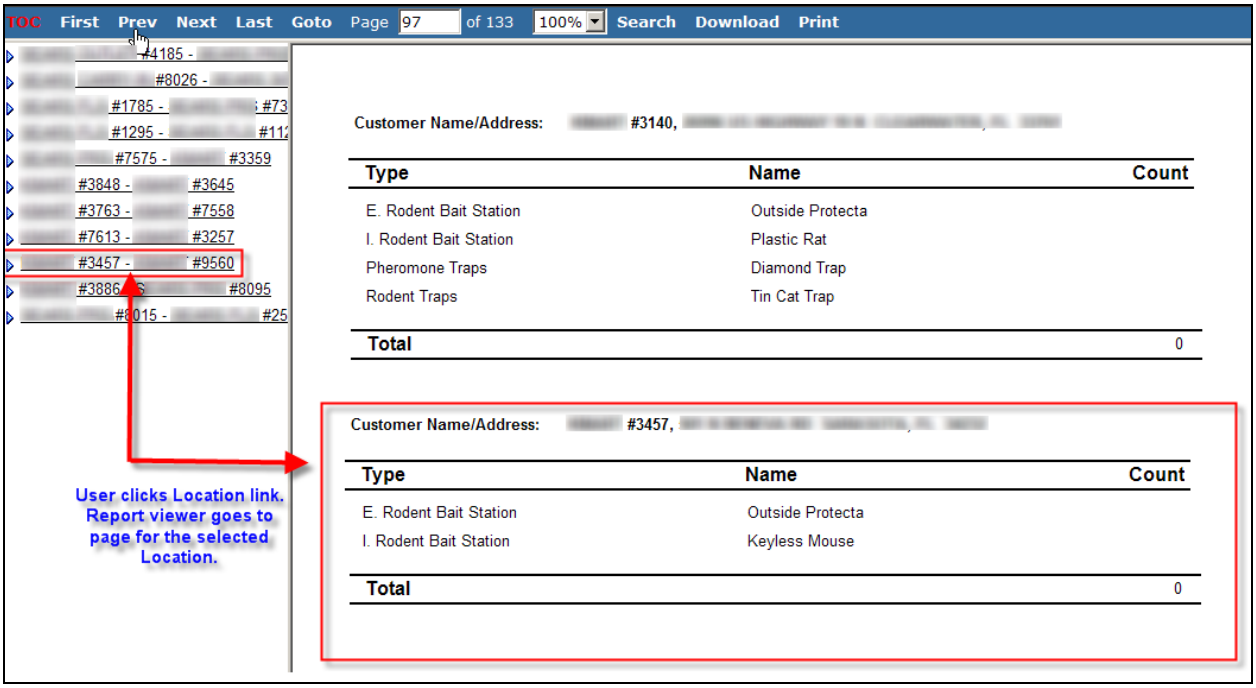
Steps

1. Follow the steps in Viewing Reports.

2. Click the "TOC" link from the report viewer. The report Table of Contents (TOC) appears on the left listing the reported Locations.


TOC First Prev Next Last Goto Page 1 of 133 100% Search Download Print Help X
POWERTRAK
Station Inventory
Current listing of all reported devices, stations, and pest management inventory on premise
Report Date: 05/18/09
Customer Name/Address: #4185,
Type Name Count
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Protecta
Rodent Traps Glueboard - Mouse
Total 0
Customer Name/Address: #1795,
Type Name Count
I. Rodent Bait Station Plastic Rat
I. Rodent Bait Station Protecta

3. Click a Location name link. The report viewer shows the page for the selected Location.

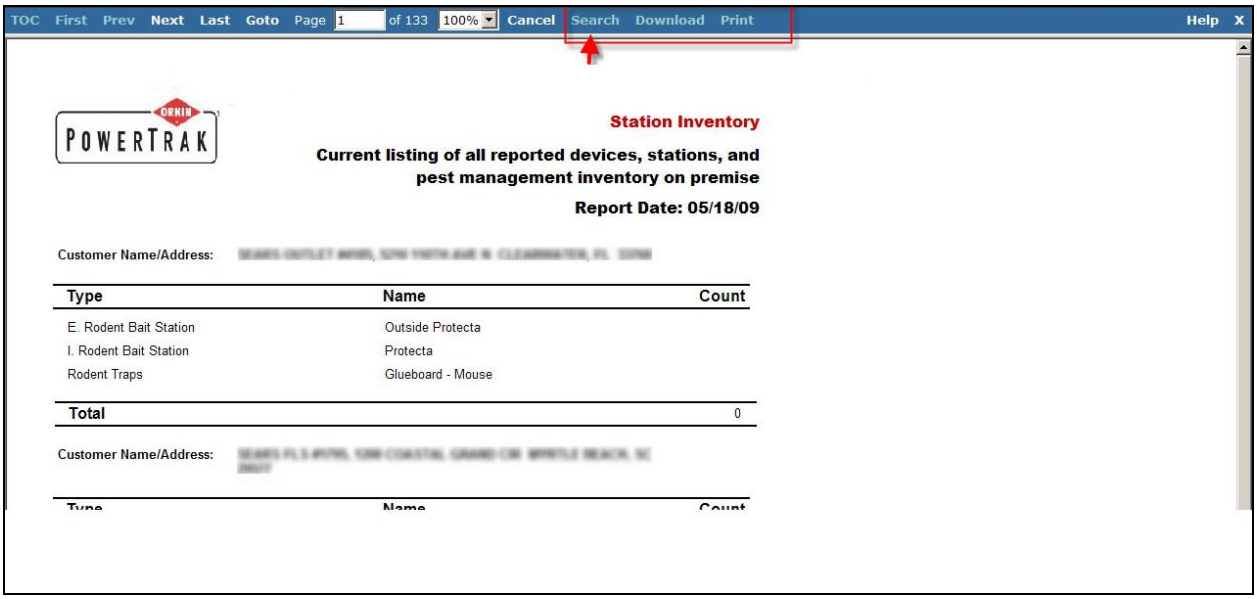

TOC First Prev Next Last Goto Page 97 of 133 100% Search Download Print
#3457 -
User clicks Location link. Report viewer goes to page for the selected Location.
Customer Name/Address: #3140,
Type Name Count
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Plastic Rat
Pheromone Traps Diamond Trap
Rodent Traps Tin Cat Trap
Total 0
Customer Name/Address: #3457,
Type Name Count
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Keyless Mouse
Total 0

SEARCHING A REPORT:

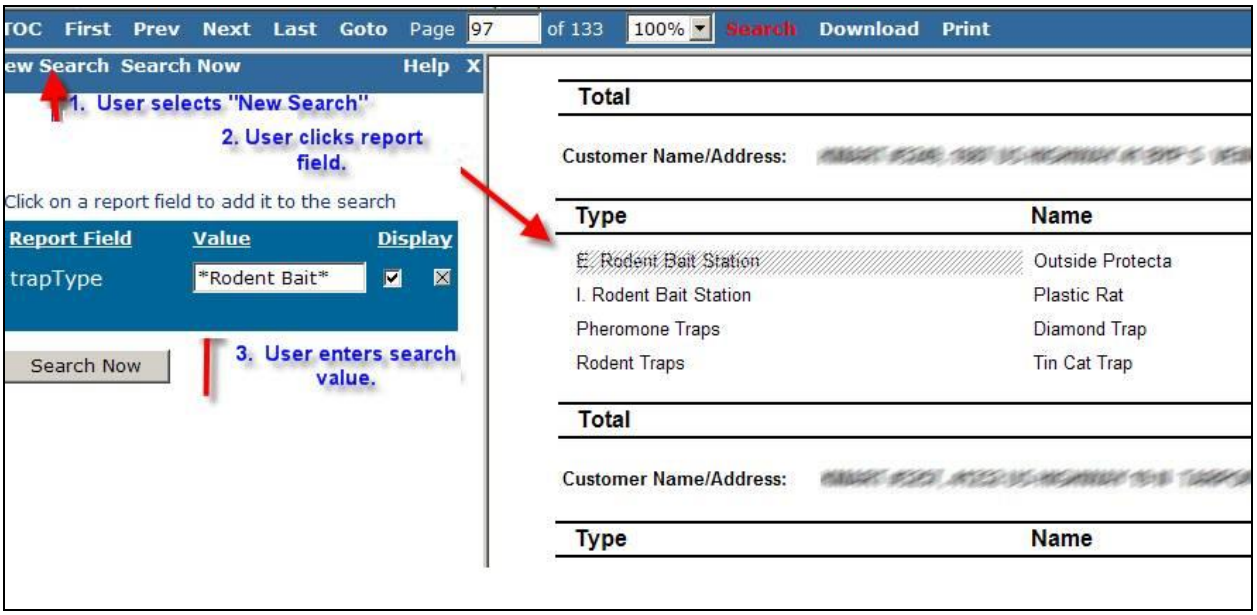
Steps

1. Follow the steps in Viewing Reports.

2. Click the "Search" link from the report viewer.


TOC First Prev Next Last Goto Page 1 of 133 100% Cancel Search Download Print Help X
POWERTRAK
Station Inventory
Current listing of all reported devices, stations, and pest management inventory on premise
Report Date: 05/18/09
Customer Name/Address:
Type Name Count
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Protecta
Rodent Traps Glueboard - Mouse
Total 0
Customer Name/Address:

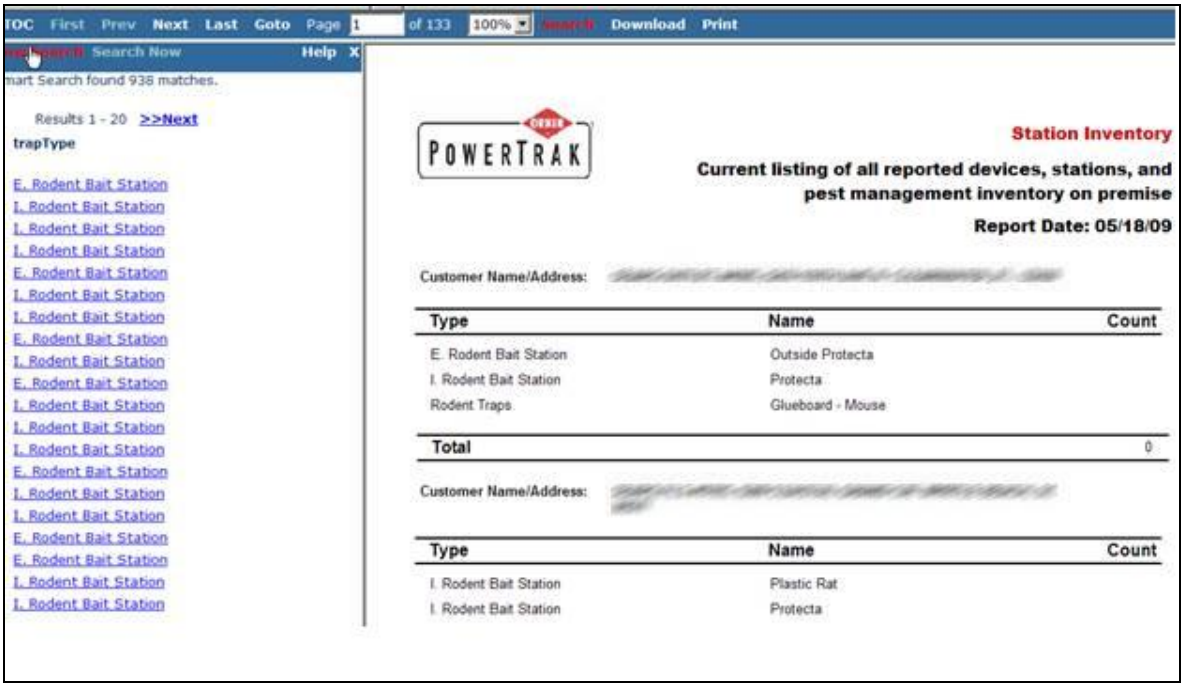
3. The search dialog appears on the left.


TOC First Prev Next Last Goto Page 97 of 133 100% Search Download Print
ew Search Search Now Help X
1. User selects "New Search"
2. User clicks report field.
Click on a report field to add it to the search
Report Field Value Display
trapType *Rodent Bait*
Search Now
3. User enters search value.
Total
Customer Name/Address:
Type Name
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Plastic Rat
Pheromone Traps Diamond Trap
Rodent Traps Tin Cat Trap
Total
Customer Name/Address:
Type Name

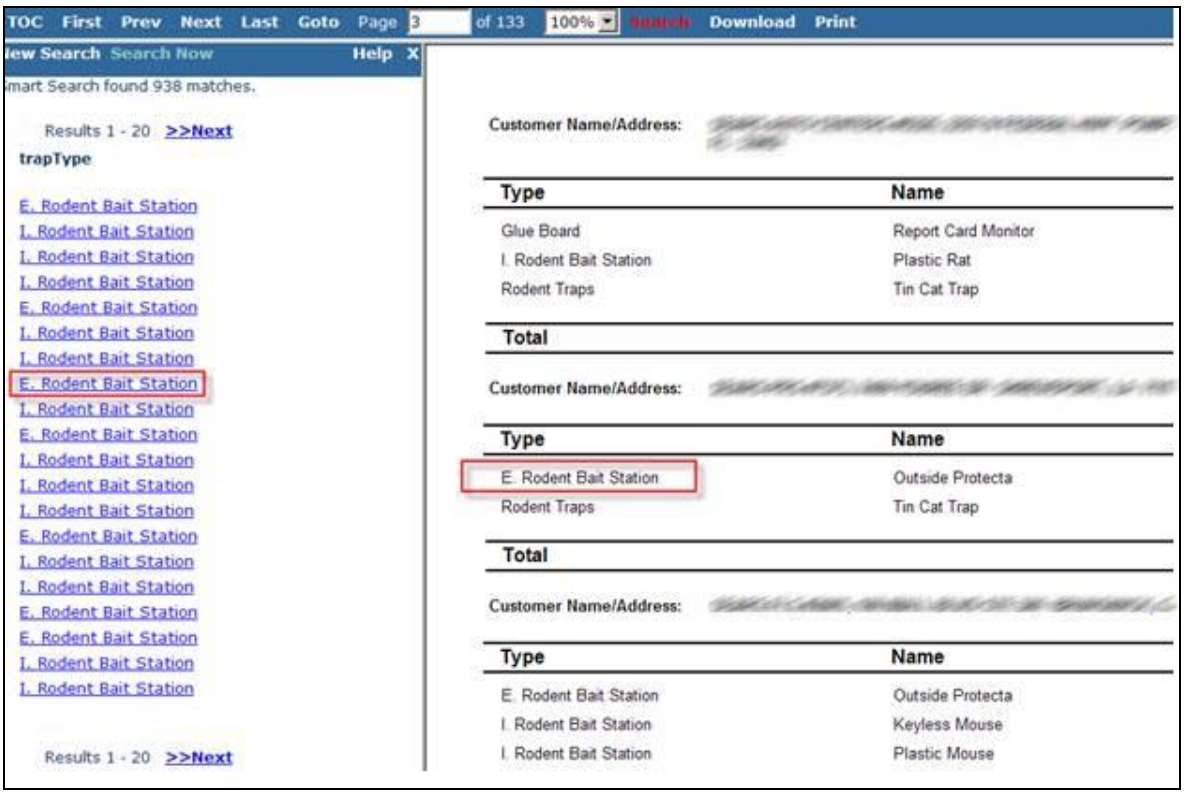
4. Click the "New Search" option in the search dialog. (This step is not necessary if this is the first search.)

5. Click on a report field to add it to the search. The selected report field and value text box displays in the search dialog.

6. Enter a search value in the Value box, using * as a wildcard if desired, and click the “Search Now” option. The search results appear.

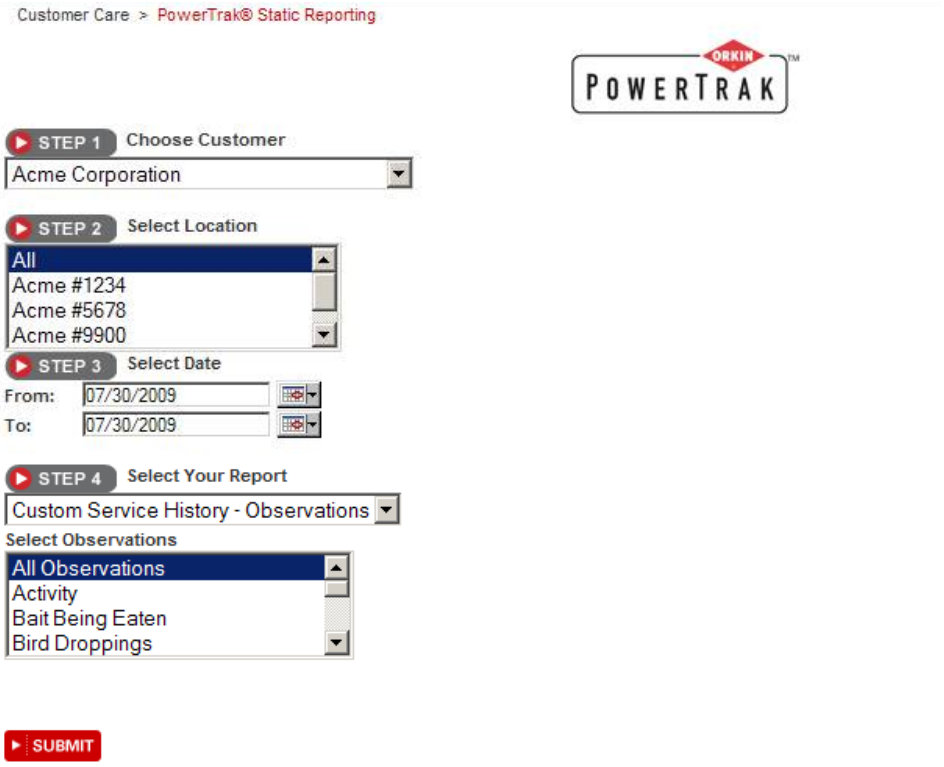

TOC First Prev Next Last Goto Page 1 of 133 100% Search Download Print
Search Now Help X
mart Search found 938 matches.
Results 1 - 20 >>Next
trapType
E. Rodent Bait Station
I. Rodent Bait Station
POWERTRAK
Station Inventory
Current listing of all reported devices, stations, and pest management inventory on premise
Report Date: 05/18/09
Customer Name/Address:
Type Name Count
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Protecta
Rodent Traps Glueboard - Mouse
Total 0
Customer Name/Address:
Type Name Count
I. Rodent Bait Station Plastic Rat
I. Rodent Bait Station Protecta

7. Select a value from the search result list. The report viewer displays the report page containing the value selected.


TOC First Prev Next Last Goto Page 3 of 133 100% Search Download Print
Search Now Help X
mart Search found 938 matches.
Results 1 - 20 >>Next
trapType
E. Rodent Bait Station
I. Rodent Bait Station
Customer Name/Address:
Type Name
Glue Board Report Card Monitor
I. Rodent Bait Station Plastic Rat
Rodent Traps Tin Cat Trap
Total
Customer Name/Address:
Type Name
E. Rodent Bait Station Outside Protecta
Rodent Traps Tin Cat Trap
Total
Customer Name/Address:
Type Name
E. Rodent Bait Station Outside Protecta
I. Rodent Bait Station Keyless Mouse
I. Rodent Bait Station Plastic Mouse
Results 1 - 20 >>Next

CUSTOM SERVICE HISTORY - OBSERVATIONS:

Parameters:



Report:

POWERTRAK

Custom Service History – Observations

Complete report on all aspects of scheduled services performed

From: 01/01/09 To: 02/28/09

Customer Name/Address: [redacted]

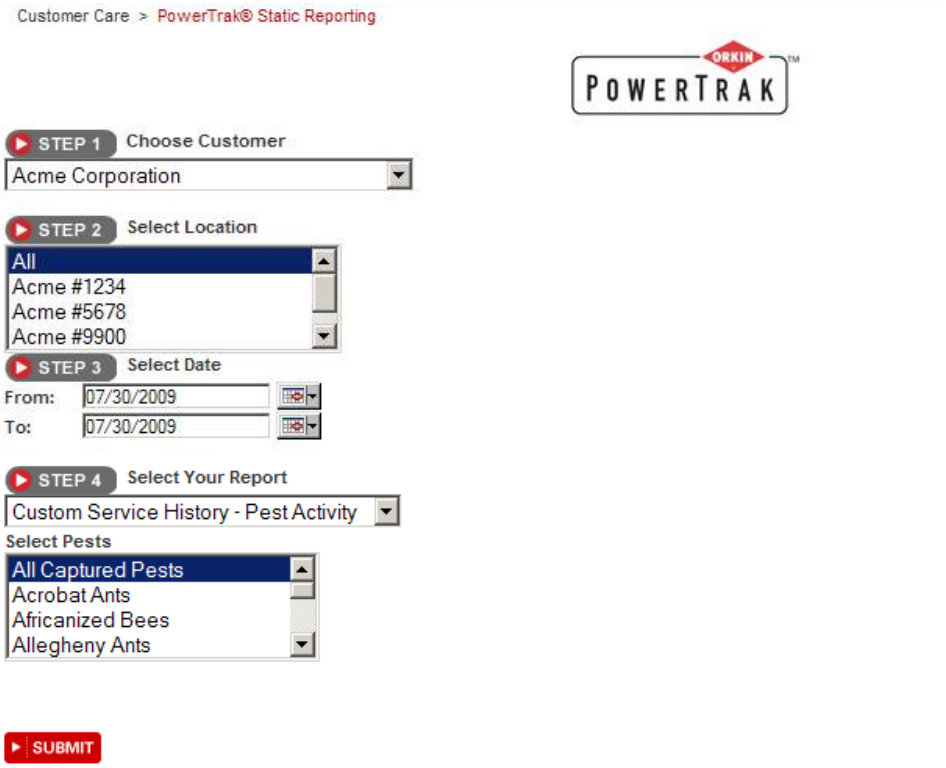
Account Number: [redacted]

Ticket Number: 43827462, Completed: 02/03/09

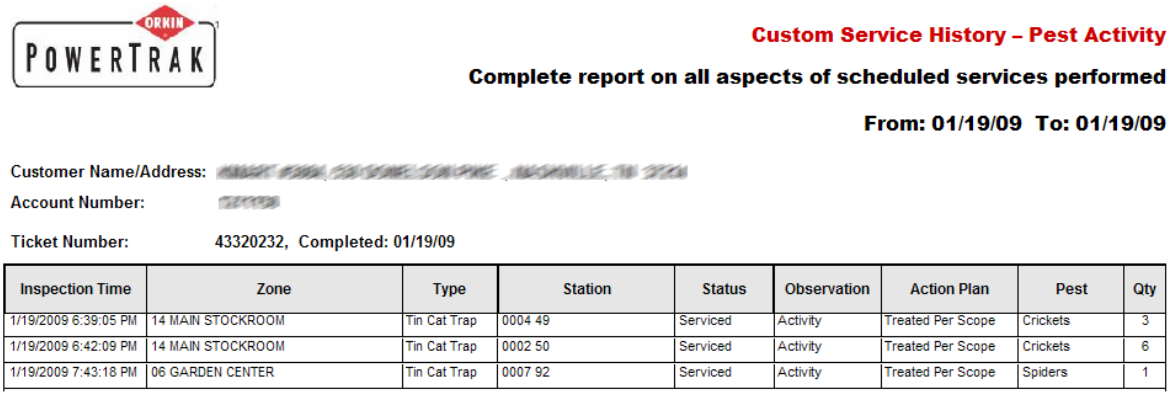
Inspection Time	Zone	Type	Station	Status	Observation	Action Plan	Pest	Qty
2/3/2009 11:11:50 AM	01 INTERIOR	Tin Cat Trap	0001 STOCKROOM	Serviced	No activity	Cleaned	NONE	0
2/3/2009 11:14:04 AM	01 INTERIOR	Tin Cat Trap	0002 STOCKROOM	Serviced	No activity	Cleaned	NONE	0
2/3/2009 11:23:54 AM	02 EXTERIOR	Outside Protecta	0001 DUMPSTER	Serviced	No activity	Cleaned	NONE	0

CUSTOM SERVICE HISTORY - PEST ACTIVITY:

Parameters:



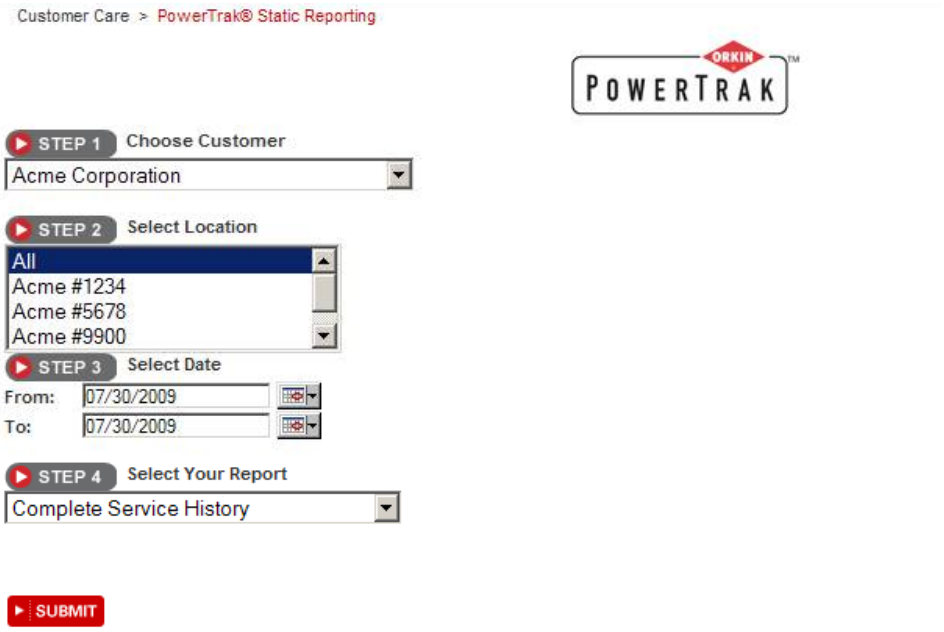
Report:


POWERTRAK
Custom Service History – Pest Activity
Complete report on all aspects of scheduled services performed
From: 01/19/09 To: 01/19/09
Customer Name/Address:
Account Number:
Ticket Number: 43320232, Completed: 01/19/09

Inspection Time	Zone	Type	Station	Status	Observation	Action Plan	Pest	Qty
1/19/2009 6:39:05 PM	14 MAIN STOCKROOM	Tin Cat Trap	0004 49	Serviced	Activity	Treated Per Scope	Crickets	3
1/19/2009 6:42:09 PM	14 MAIN STOCKROOM	Tin Cat Trap	0002 50	Serviced	Activity	Treated Per Scope	Crickets	6
1/19/2009 7:43:18 PM	06 GARDEN CENTER	Tin Cat Trap	0007 92	Serviced	Activity	Treated Per Scope	Spiders	1

COMPLETE SERVICE HISTORY:

Parameters:



Report:

ORKIN POWERTRAK

Complete Service History

Complete report on all aspects of scheduled services performed

From: 02/26/09 To: 02/26/09

Customer Name/Address: [redacted]

Account Number: [redacted]

Ticket Number: 43780992, Completed: 02/26/09

Inspection Time	Zone	Type	Station	Status	Reason	Observation	Action Plan	Pest	Qty
2/26/2009 1:20:22 PM	11 STORE EXTERIOR REAR	Outside Protecta	0004 REAR--DOOR BY FENCE	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:20:50 PM	11 STORE EXTERIOR REAR	Outside Protecta	0005 REAR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:21:28 PM	11 STORE EXTERIOR REAR	Outside Protecta	0006 REAR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:22:02 PM	11 STORE EXTERIOR REAR	Outside Protecta	0007 REAR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:22:43 PM	11 STORE EXTERIOR REAR	Outside Protecta	0008 NEXT TO DUMPSTER	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:23:25 PM	11 STORE EXTERIOR REAR	Outside Protecta	0009 NEXT TO DUMPSTER	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:24:03 PM	11 STORE EXTERIOR REAR	Outside Protecta	0010 NEXT TO THE DOCK	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:24:47 PM	11 STORE EXTERIOR REAR	Outside Protecta	0011 EXIT DOOR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:25:05 PM	11 STORE EXTERIOR REAR	Outside Protecta	0012 EXIT DOOR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:26:20 PM	11 STORE EXTERIOR REAR	Outside Protecta	0013 EXIT DOOR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:26:39 PM	11 STORE EXTERIOR REAR	Outside Protecta	0014 EXIT DOOR	Serviced	N/A	No activity	Cleaned	NONE	0
2/26/2009 1:28:46 PM	11 STORE EXTERIOR REAR	Area	0003 BACKDOOR--RIGHT BY FENCE	Serviced	N/A	No activity	Inspection Provided	NONE	0

CORPORATE PEST ACTIVITY:

Parameters:

Customer Care > PowerTrak® Static Reporting

POWERTRAK

STEP 1 Choose Customer

Acme Corporation

STEP 2 Select Location

All
Acme #1234
Acme #5678
Acme #9900

STEP 3 Select Date

From: 08/31/2009
To: 08/31/2009

STEP 4 Select Your Report

Corporate Pest Activity

STEP 5 Select Pest Type

Rodent

STEP 6 Set Threshold

Current Threshold 0

You may change the threshold for this report run only. Changing the threshold here will not update the established threshold for the pest type.

SUBMIT

Report:

POWERTRAK

Corporate Pest Activity

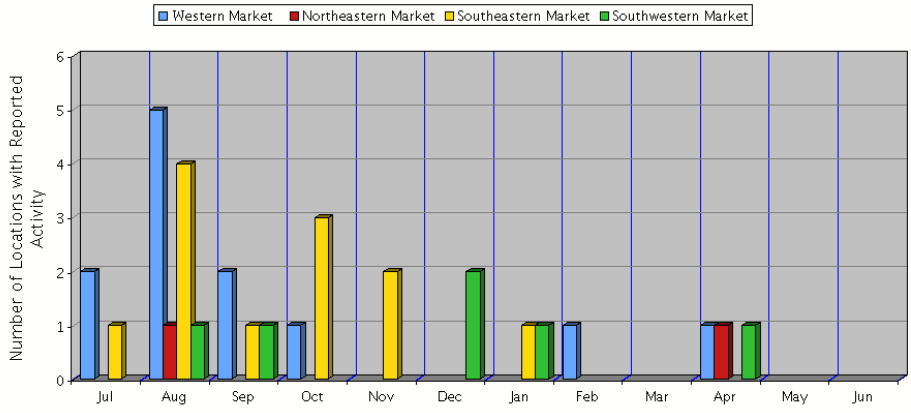
Reporting pest activity that exceeds pest type thresholds.

Pest Type: Ants Threshold: 10

From: 07/01/08 To: 06/01/09

Customer Name: [redacted]

Hierarchy Level: Corporate



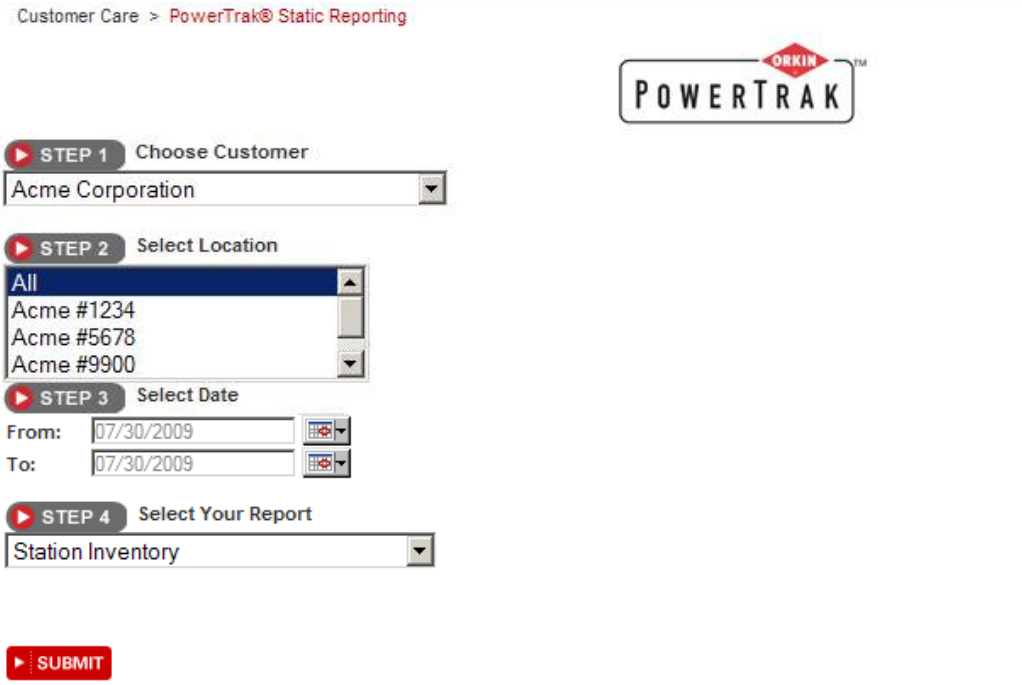
Western Market

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Totals
Western Market	2	5	2	1				1		1			12
Northeastern Market		1								1			2
Southeastern Market	1	4	1	3	2		1						12
Southwestern Market		1	1			2	1			1			6
Totals	3	11	4	4	2	2	2	1		3			32

* This report is grouped by quarters and displays data starting with the first quarter that has 1 or more months with data and ending with the last quarter that has 1 or more months with data that meets the report criteria spanning the report period selected.

STATION INVENTORY:

Parameters:



Report:

POWERTRAK

Station Inventory

Current listing of all reported devices, stations, and pest management inventory on premise

Report Date: 12/02/09

Customer Name/Address: [redacted]
Account Number: [redacted]

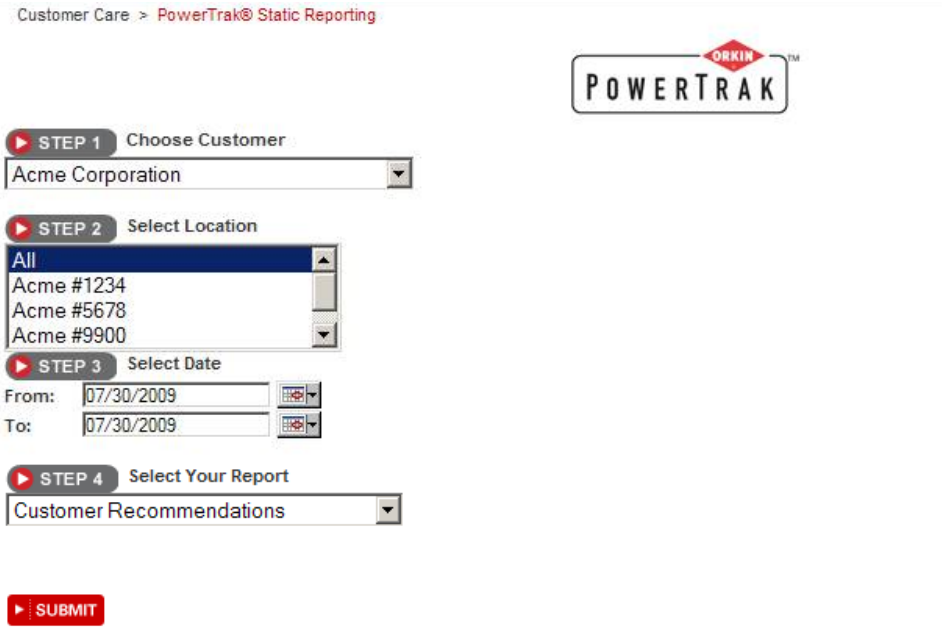
Type	Name	Count
Insect Light Traps	Mantis 1 x 2	2
Rodent Traps	Tin Cat Trap	6
Total		8

Customer Name/Address: [redacted]
Account Number: [redacted]

Type	Name	Count
E. Rodent Bait Station	Outside Protecta	1
Glue Board	Report Card Monitor	2
Insect Light Traps	Gardiner GT 180	1
Pheromone Traps	Diamond Trap	2
Rodent Traps	Tin Cat Trap	9
Total		15

CUSTOMER RECOMMENDATIONS:

Parameters:



Report:

POWERTRAK

Customer Recommendations

Observations from service with suggested action plans for sanitation and structural changes

From Date: 12/2/2008 To Date: 2/4/2009

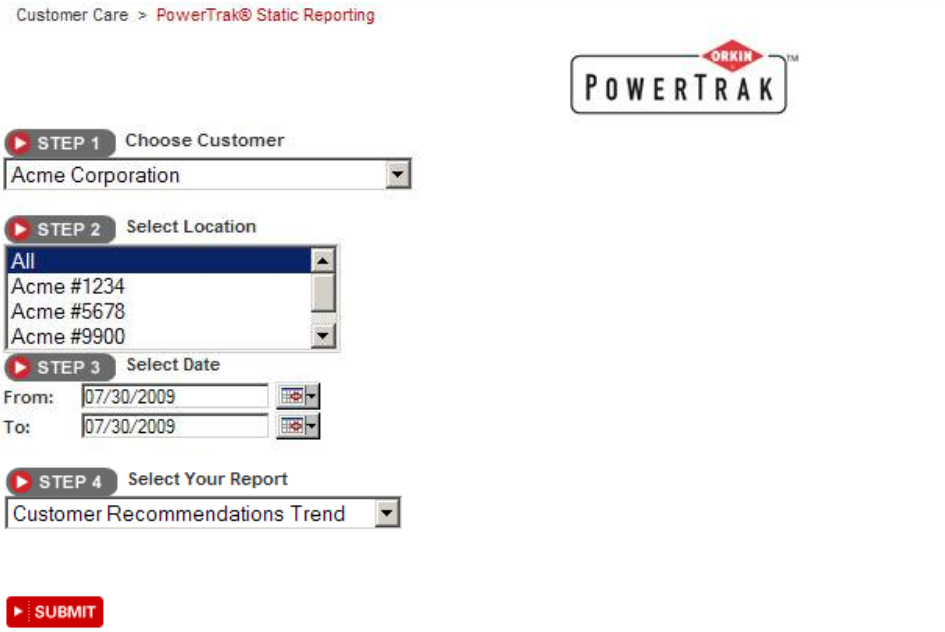
Customer Name/Address: [redacted]

Account Number: [redacted]

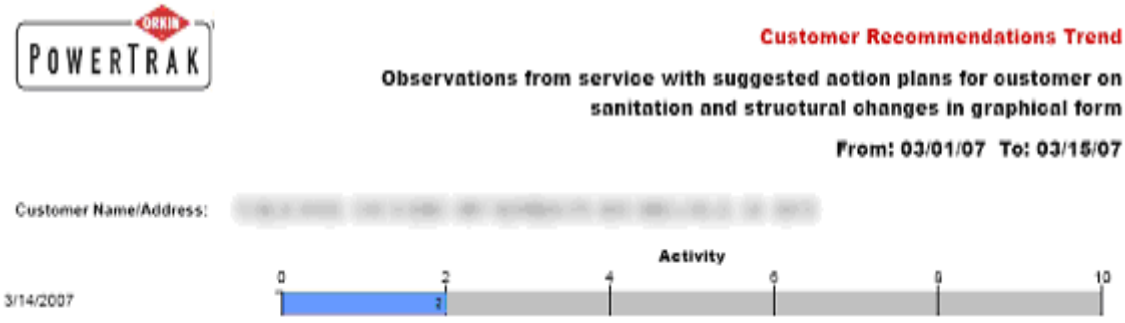
Zone	Date	Station/Location	Observation	Recommendation
02 OFFICES				
	12/08/2008	0014 TOP LEFT OF DOOR	Uncovered Trash	Cover Trash
	12/08/2008	0014 TOP LEFT OF DOOR	Uncovered Trash	Cover Trash
	01/19/2009	0014 TOP LEFT OF DOOR	Uncovered Trash	Cover Trash
	01/19/2009	0014 TOP LEFT OF DOOR	Uncovered Trash	Cover Trash
03 LAB - QA				
	01/19/2009	0022 TOP LEFT OF DOOR	Webbing Present	Remove Webbing - Customer
	01/19/2009	0022 TOP LEFT OF DOOR	Webbing Present	Remove Webbing - Customer
04 COMPACTOR				
	12/08/2008	0015 RIGHT OF COMPACTOR ON	Uncovered Trash	Cover Trash
	12/15/2008	0015 RIGHT OF COMPACTOR ON	Uncovered Trash	Cover Trash
	12/15/2008	0015 RIGHT OF COMPACTOR ON	Uncovered Trash	Cover Trash
	01/03/2009	0015 RIGHT OF COMPACTOR ON	Uncovered Trash	Cover Trash
	01/19/2009	0015 RIGHT OF COMPACTOR ON	Dumpster Issues	Clean Dumpster

CUSTOMER RECOMMENDATIONS TREND:

Parameters:

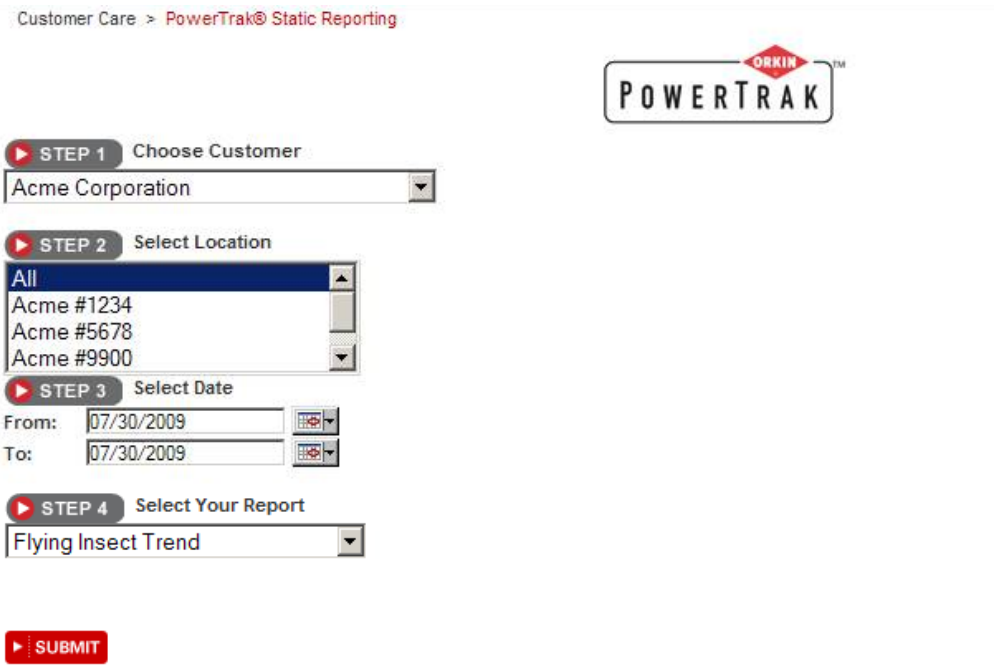


Report:

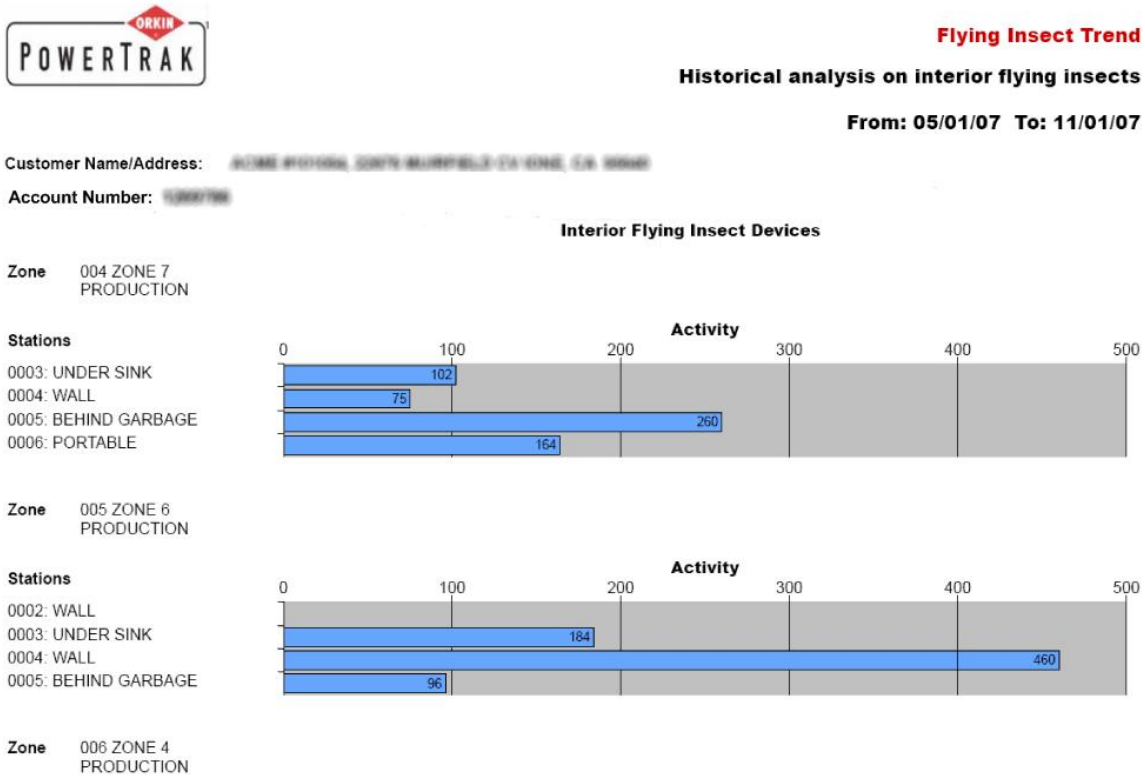


FLYING INSECT TREND:

Parameters:

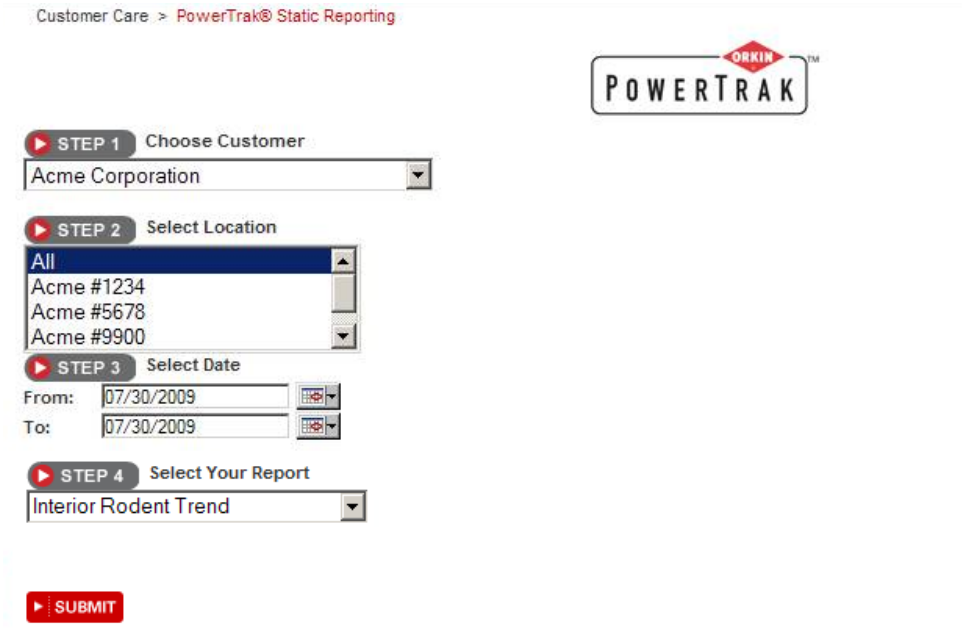


Report:

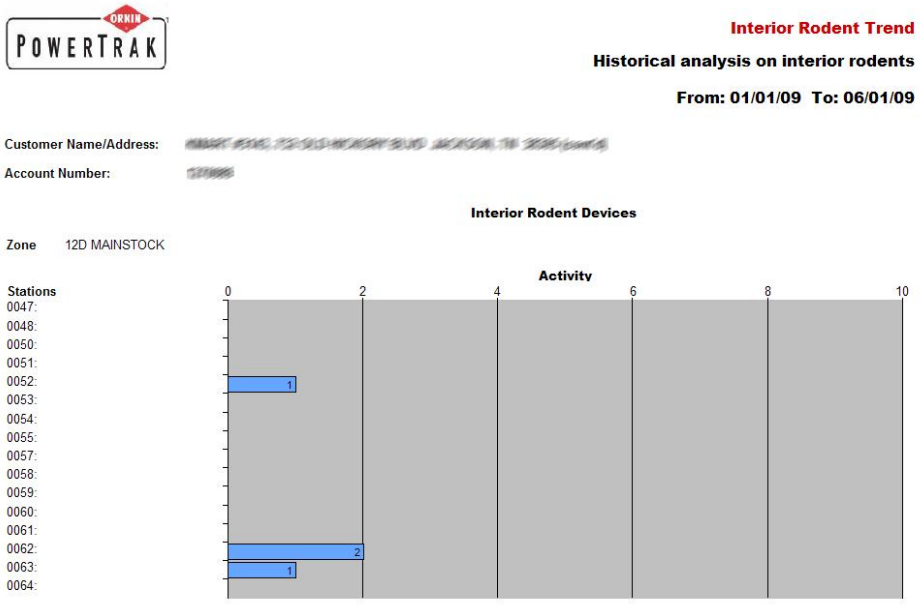


INTERIOR RODENT TREND:

Parameters:

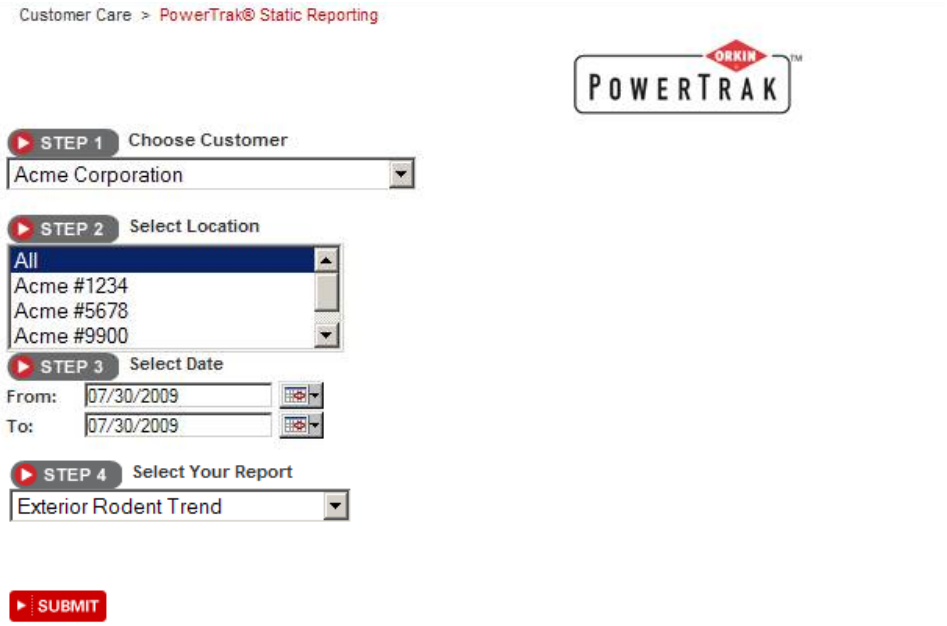


Report:

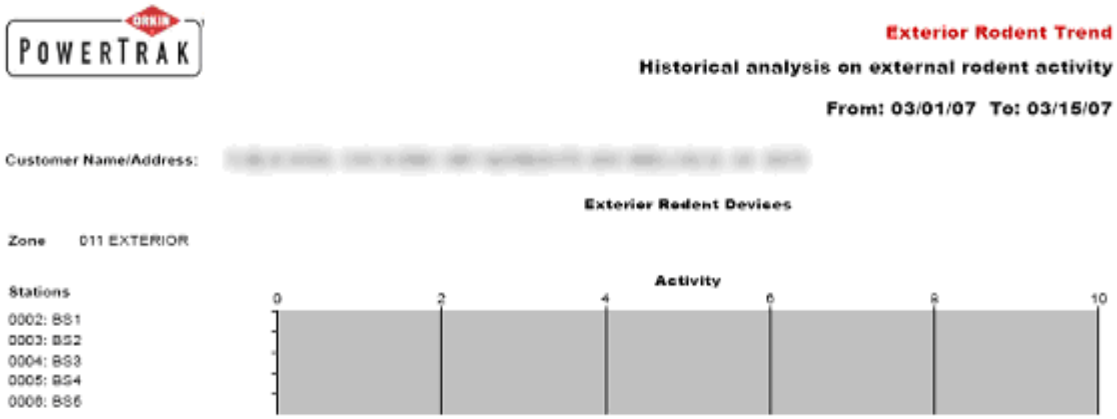


EXTERIOR RODENT TREND:

Parameters:

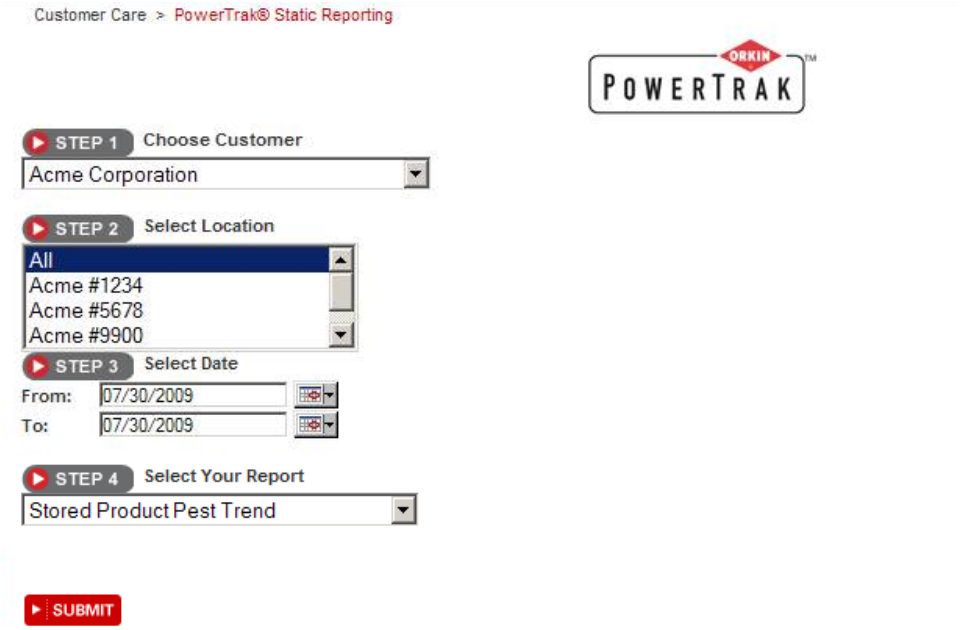


Report:

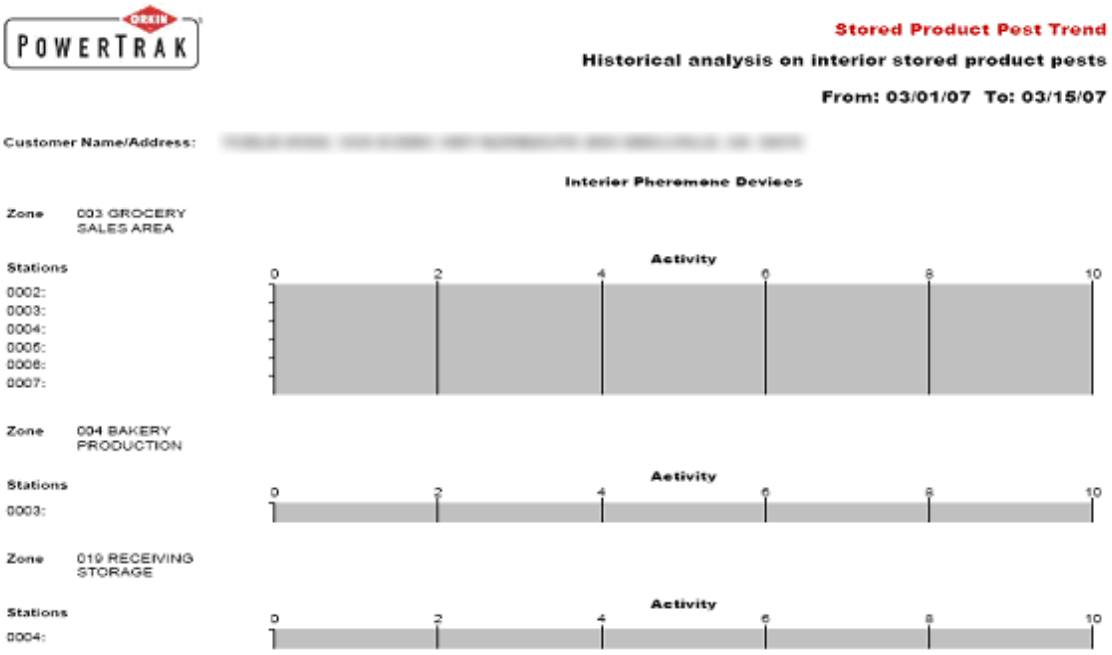


STORED PRODUCT PEST TREND:

Parameters:

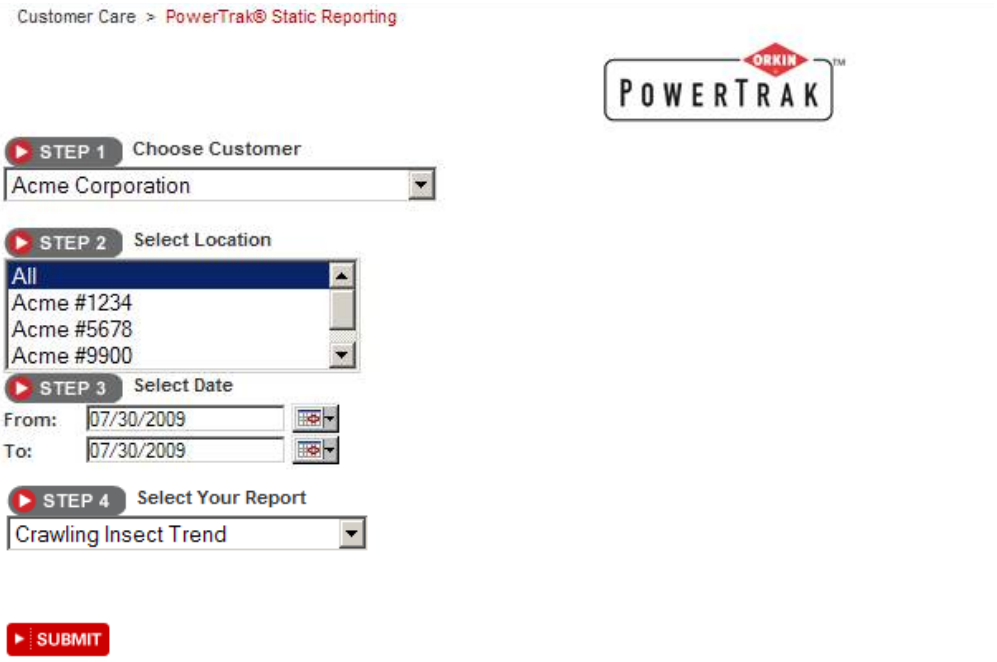


Report:

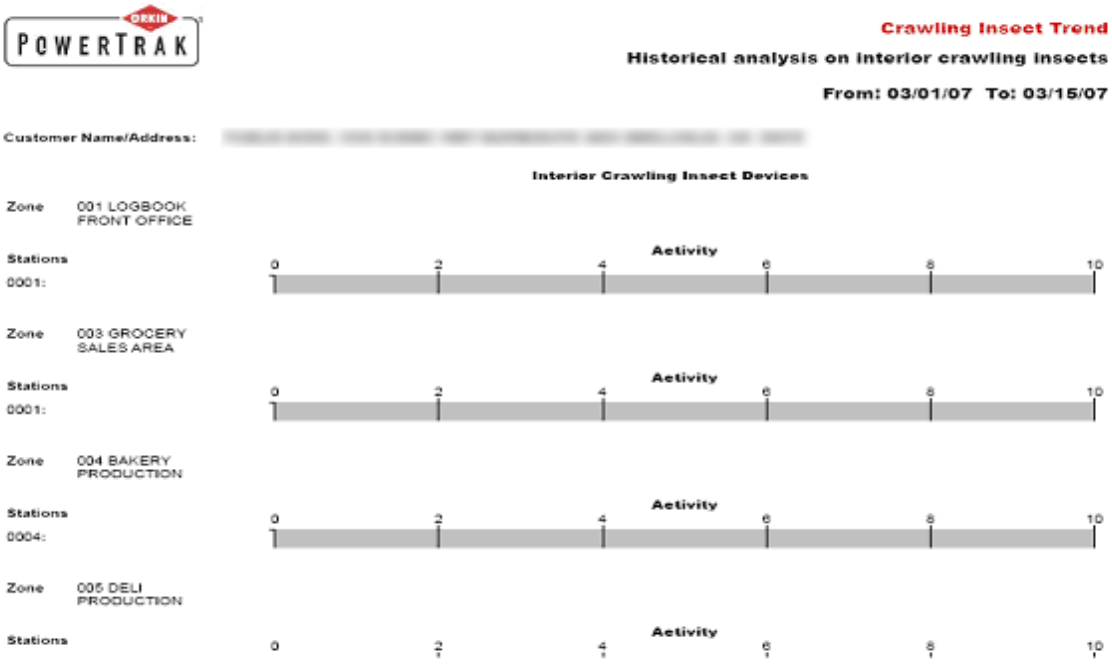


CRAWLING INSECT TREND:

Parameters:

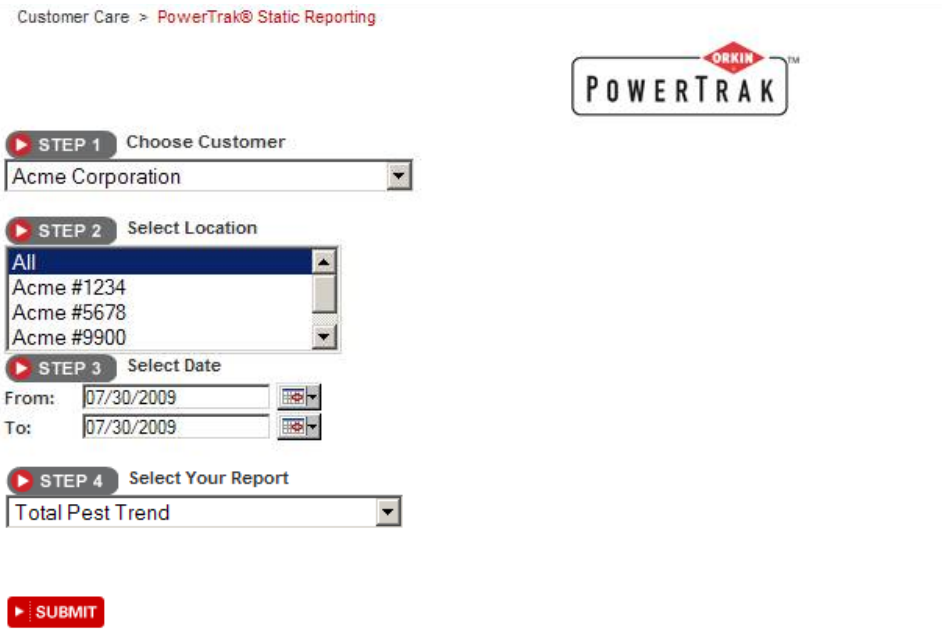


Report:

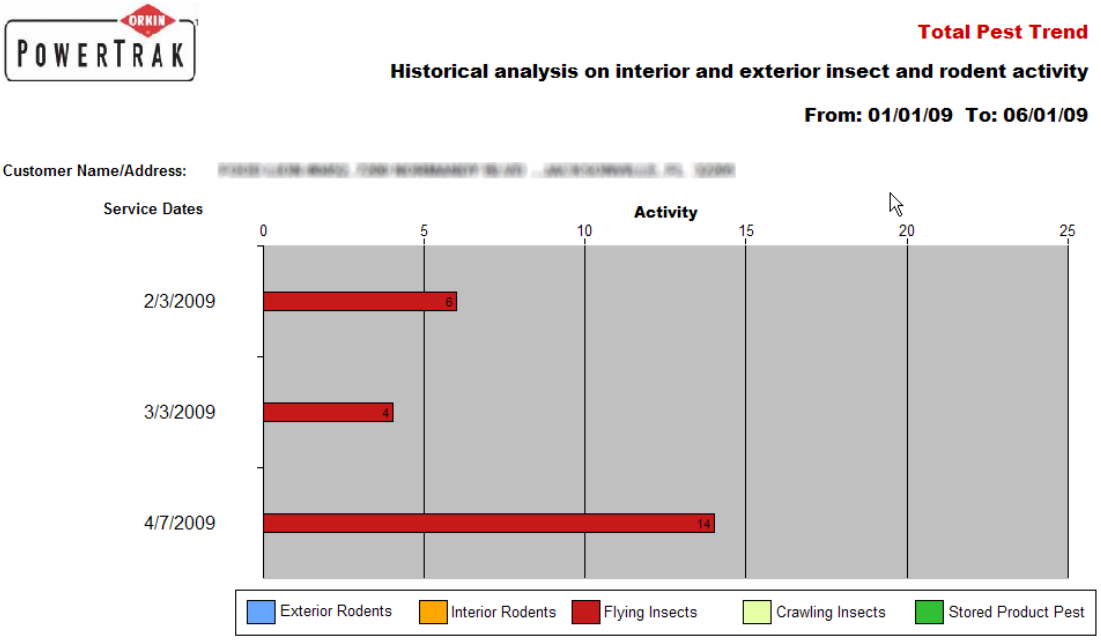


TOTAL PEST TREND:

Parameters:

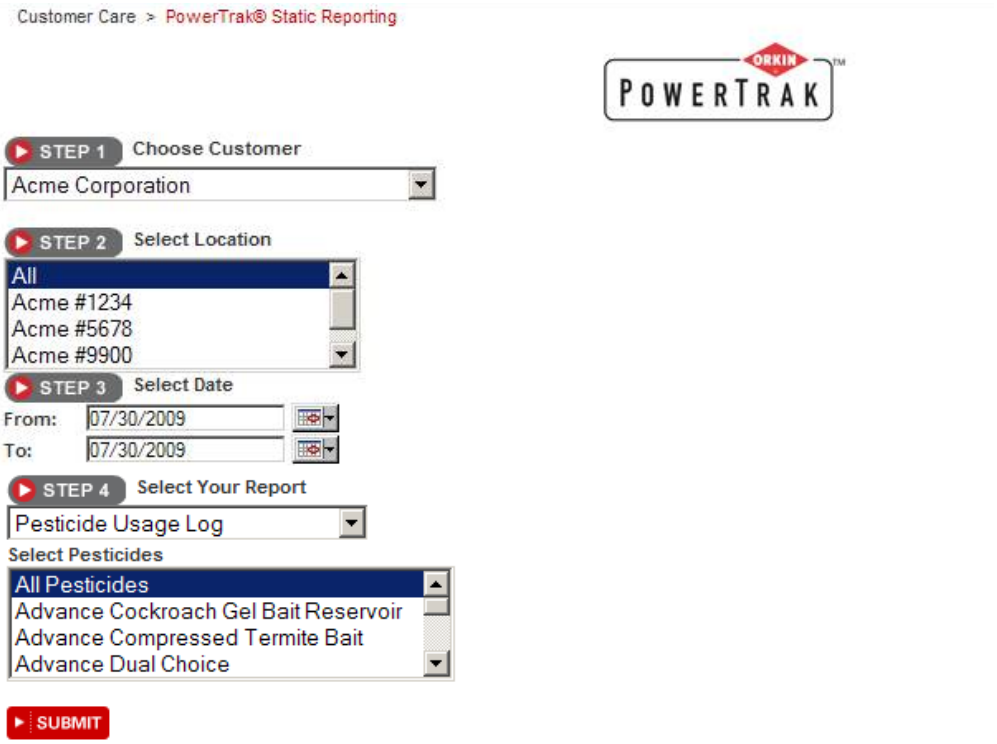


Report:



PESTICIDE USAGE LOG:

Parameters:



Report:

POWERTRAK

Pesticide Usage Log

Detail of all pesticides that were used during services

From: 01/01/09 To: 06/01/09

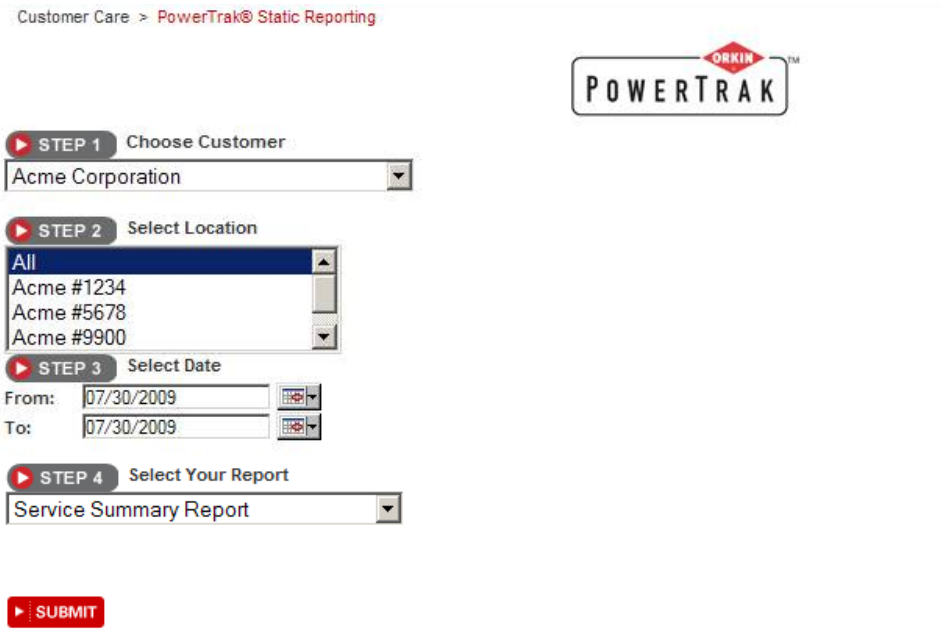
Customer Name/Address: [redacted]

Pesticide: **Contrac All Weather Blox** EPA 12455-79
Active Ingredient: Bromadiolone 0.005%

Date(s) Treated	Zone Name	Station	Method	Formulation	Qty Used	Unit of Measure	Lot #	Applicator	License #
3/12/2009	11 STORE EXTERIOR REAR	0002	Bait Placement	SOLID	2	EACH	NONE	TREVOR YOUNG	
3/12/2009	11 STORE EXTERIOR REAR	0003	Bait Placement	SOLID	2	EACH	NONE	TREVOR YOUNG	
3/12/2009	11 STORE EXTERIOR REAR	0004	Bait Placement	SOLID	2	EACH	NONE	TREVOR YOUNG	

SERVICE SUMMARY REPORT:

Parameters:



Report:

POWERTRAK

Service Summary Report

(For details please review Complete Service Report)

From: 01/01/09 To: 06/01/09

Customer Name/Address: [redacted]

Service Date	Service Type	Pest Activity Y or N				Number of Observations	Number of Recommendations	Number of Comments
		Rodents	Roaches	Flies	Birds			
1/28/2009	REGULAR SERVICE	N	N	N	N	29	29	2
2/26/2009	REGULAR SERVICE	Y	N	N	N	39	39	0
3/11/2009	REGULAR SERVICE	Y	N	N	N	32	32	2
4/6/2009	REGULAR SERVICE	Y	N	N	N	36	36	1

Customer Name/Address: [redacted]

Service Date	Service Type	Pest Activity Y or N				Number of Observations	Number of Recommendations	Number of Comments
		Rodents	Roaches	Flies	Birds			
1/8/2009	REGULAR SERVICE	N	N	N	N	116	116	0
2/12/2009	REGULAR SERVICE	N	N	N	N	114	114	0
3/12/2009	REGULAR SERVICE	N	N	N	N	117	117	0

Customer Name/Address: [redacted]

Service Date	Service Type	Pest Activity Y or N				Number of Observations	Number of Recommendations	Number of Comments
		Rodents	Roaches	Flies	Birds			
1/12/2009	REGULAR SERVICE	N	N	N	N	24	24	0
2/9/2009	REGULAR SERVICE	N	N	N	N	25	25	0
3/16/2009	REGULAR SERVICE	N	N	N	N	24	24	0

Customer Name/Address: [redacted]

Service Date	Service Type	Pest Activity Y or N				Number of Observations	Number of Recommendations	Number of Comments
		Rodents	Roaches	Flies	Birds			
1/7/2009	REGULAR SERVICE	N	N	N	N	2	2	0

Page 1

CHAPTER 11 – INTERACTIVE DASHBOARD REPORTS

DASHBOARD REPORTS OVERVIEW:

Each Dashboard Report contains a group of interactive charts and detail showing statistical information on services that occurred for a customer within a date range. The initial screen is at the highest hierarchy level the report user has access to. By selecting from the parameters at the top of the screen, the data reported can be narrowed to specific areas of the business, such as the next level down in the hierarchy, specific locations, and specific zones and stations.

Selecting from any of the dropdown parameters at the top of the screen and refreshing the report will render new graphs and service detail. For example, selecting a specific location number and refreshing the report will cause all the charts and associated detail to reflect only those services that occurred at that location.

Customers with hierarchies will be able to select the parameters in *the order* of the hierarchy to narrow down the report to a specific location, zone, or station. Customers without hierarchies will select directly from a list of locations and, if desired, drill down to a specific zone or station for reporting the service data at that level.

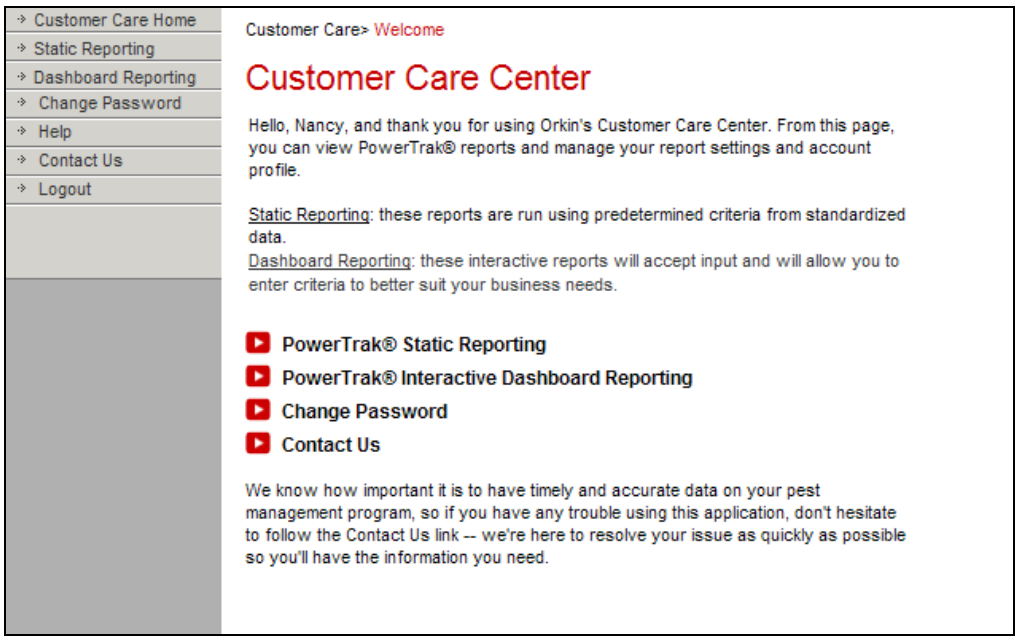
The dashboard report is:

1. Drill Down Report – Displays interactive charts and service detail for pest quantities.

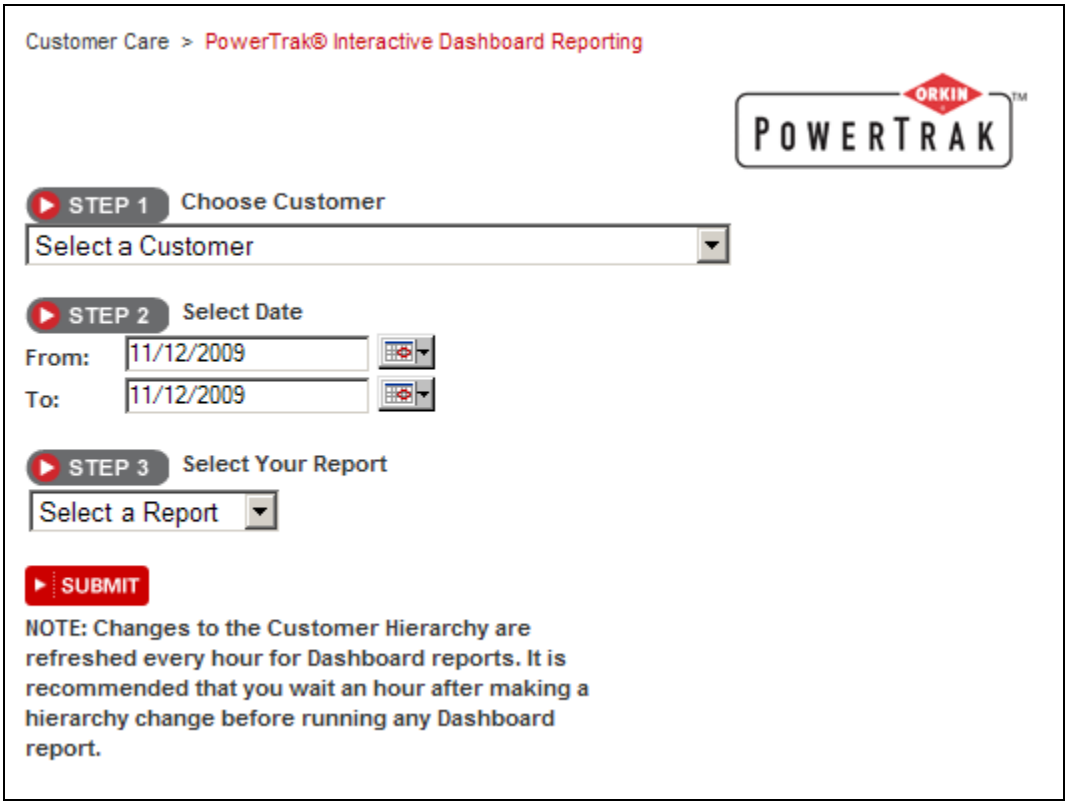
VIEWING DASHBOARD REPORTS:

Steps

1. Log into the Customer Reporting application. (Follow the steps in the Logging into the Customer Reporting site section.) The following Customer Care Center page displays:


Customer Care Home
Static Reporting
Dashboard Reporting
Change Password
Help
Contact Us
Logout
Customer Care> Welcome
Customer Care Center
Hello, Nancy, and thank you for using Orkin's Customer Care Center. From this page, you can view PowerTrak® reports and manage your report settings and account profile.
Static Reporting: these reports are run using predetermined criteria from standardized data.
Dashboard Reporting: these interactive reports will accept input and will allow you to enter criteria to better suit your business needs.
PowerTrak® Static Reporting
PowerTrak® Interactive Dashboard Reporting
Change Password
Contact Us
We know how important it is to have timely and accurate data on your pest management program, so if you have any trouble using this application, don't hesitate to follow the Contact Us link -- we're here to resolve your issue as quickly as possible so you'll have the information you need.

2. Click on the "PowerTrak® Interactive Dashboard Reporting" option. The PowerTrak Interactive Dashboard Reporting report selection screen displays.

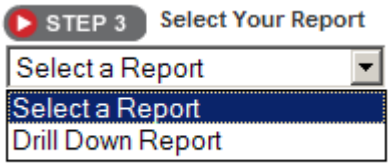

Customer Care > PowerTrak® Interactive Dashboard Reporting
ORKIN
POWERTRAK
STEP 1 Choose Customer
Select a Customer
STEP 2 Select Date
From: 11/12/2009
To: 11/12/2009
STEP 3 Select Your Report
Select a Report
SUBMIT
NOTE: Changes to the Customer Hierarchy are refreshed every hour for Dashboard reports. It is recommended that you wait an hour after making a hierarchy change before running any Dashboard report.

3. Step 1: Select the customer you wish to view the report for. Note: Only internal users will do this step.

4. Step 2: Click on the calendar symbol next to the 'From' field. The calendar expands. Select the "From date" for your report. A valid date is the previous date (default) or earlier.

5. Step 2: Click on the calendar symbol next to the 'To' field. The calendar expands. Select the "To date" for your report. A valid date is the previous date (default) or earlier.

6. Step 3: Click the dropdown in the Select Your Report field. A listing of reports will display. Select the report you wish to view.



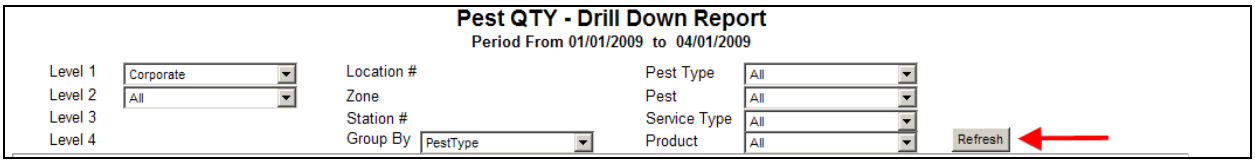
7. A definition of the report will display on the screen.

8. Click the Submit button. The selected dashboard report will display on a new page.

NAVIGATING A DASHBOARD REPORT:

Each dashboard report has parameters at the top of the page. These parameters can be used to generate new charts from a different perspective. For example, a report user might use the Location and Pest Type parameters to look at rodent activity at a specific location.

Steps To generate new charts, select from the desired parameters and click the **Refresh** button.



RESTORING A DASHBOARD REPORT:

Each time a dashboard report is refreshed, a new page is created. The new page will contain new charts and detail in line with the parameters selected before the refresh. The parameter selection is also changed, reflecting what is now available in the charts and detail. For example, the Pest Type dropdown will initially contain all the pest types found in the service detail for the date range. If the report user selects Pest Type = 'Birds' and refreshes the report, then the Pest Type dropdown on the *new* page will only contain one pest type, 'Birds', since that is the only pest type in the new charts and detail.

Steps To **restore** a parameter list after it has been reduced through a refresh, set the parameter to 'All' and click the **Refresh** button.

To **navigate backwards** and restore the dashboard report to a prior level, reset the parameters back to 'All' in reverse order. For example, if the report is currently set to a selected station number and there is a need to revisit the location level to see all locations, set the Station # to 'All, then the Zone to 'All', then the Location # to 'All', and click the **Refresh** button. If the need is to go back to a certain hierarchy level, reset the hierarchy levels back to 'All' in reverse order.

CLOSING A DASHBOARD REPORT:

Steps To **close** a dashboard report, click the 'X' in the upper right hand corner.

TOC First Prev Next Last Goto Page 1 of 2 100% Search Download Print Help X
Pest QTY - Drill Down Detail Report
Period From 01/01/2009 to 04/01/2009

USING THE HIERARCHY PARAMETERS:

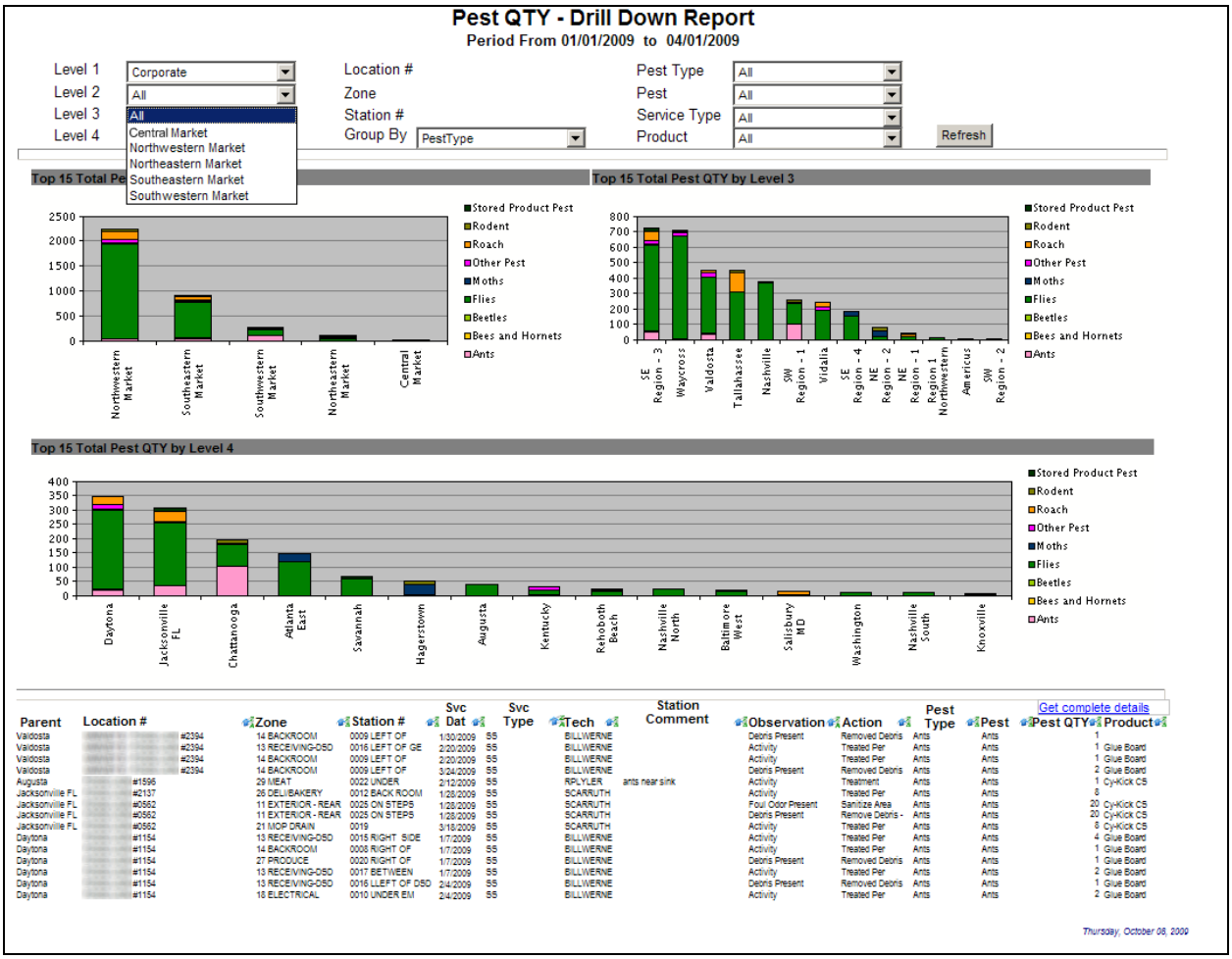
The report user can drill down to any level desired (i.e., specific hierarchy level, location, zone, or station number) by using the drop-down hierarchy parameters at the top of the dashboard report. Each hierarchy level dropdown becomes active when a selection has been made from the previous level in the hierarchy.

The following example steps are from the **Drill Down Report** using a Customer with a 4-level hierarchy. The report user has Level 1 (Corporate) access.

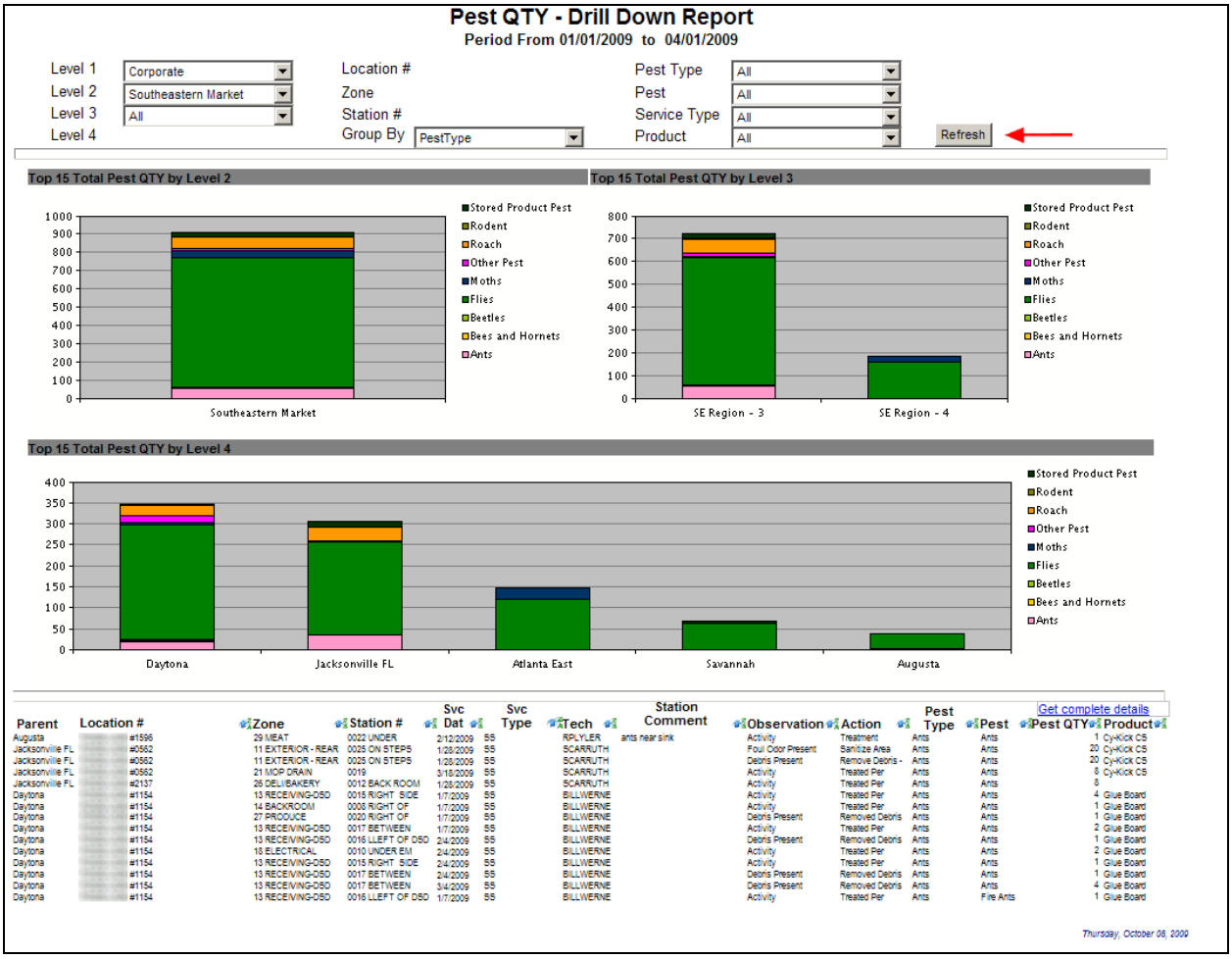
NOTE: It is not necessary to refresh the report between hierarchy level selections as is illustrated in the following steps. The report user can drill down to the level of interest and then refresh the report to see that level reflected in the charts and service detail.

Steps

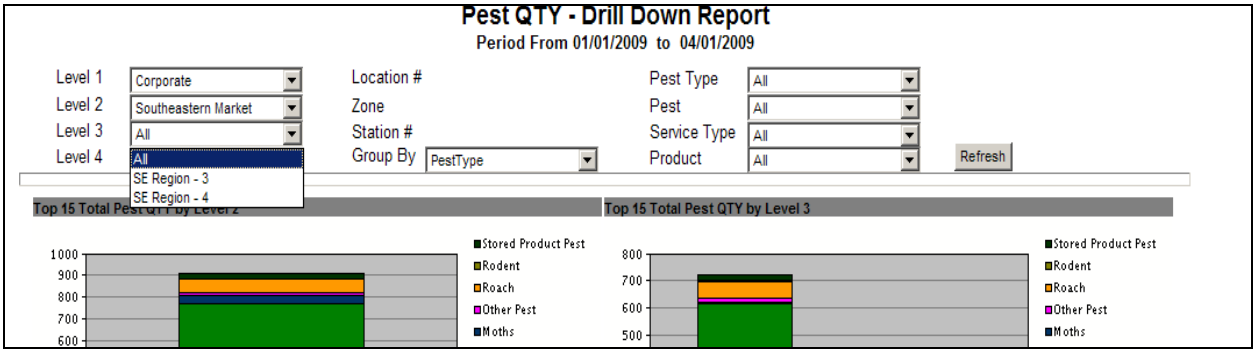
1. Click the Level 2 dropdown box and select from the list.



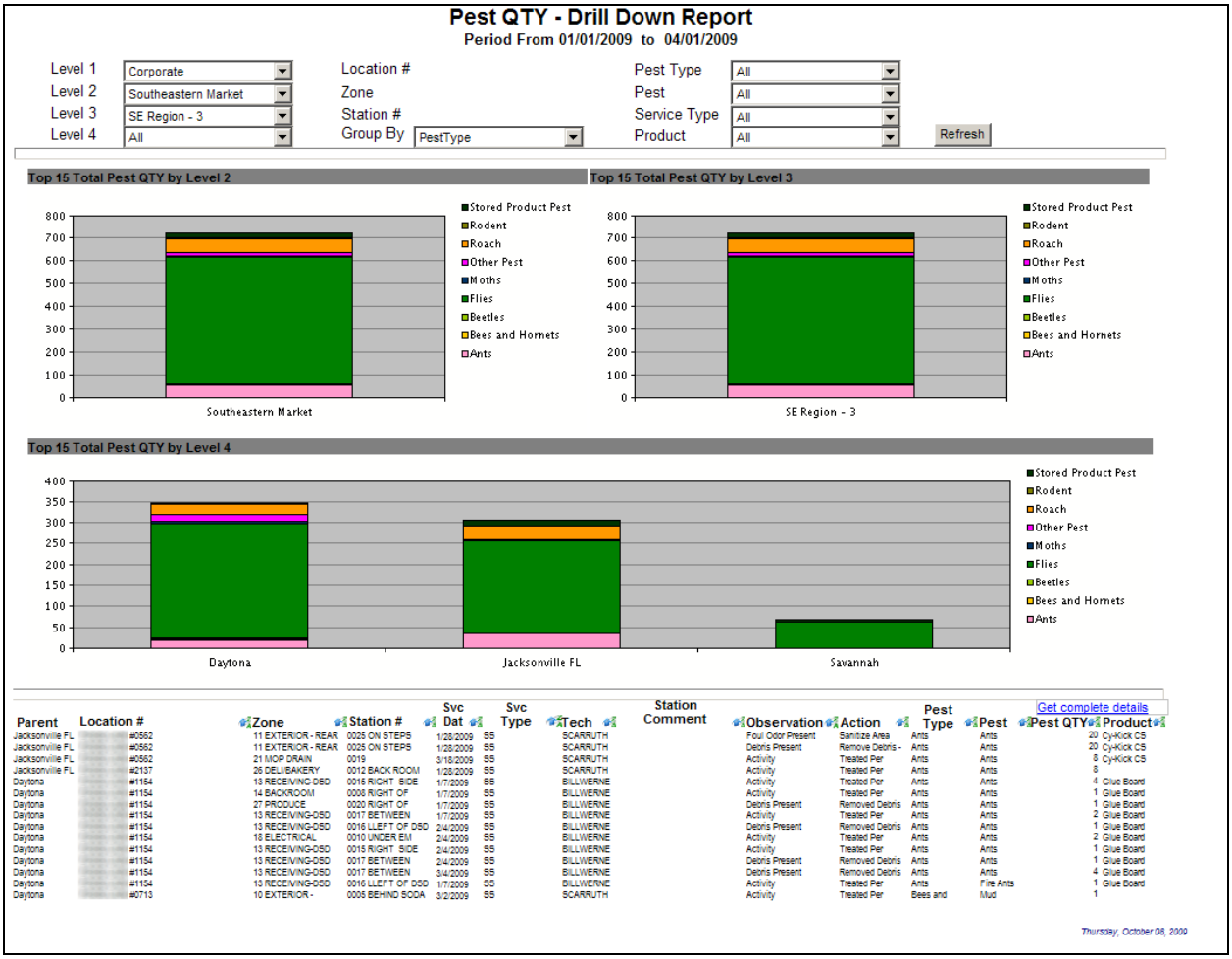
2. Click the Refresh button. The dashboard report reflects the service data from the selected Level 2.



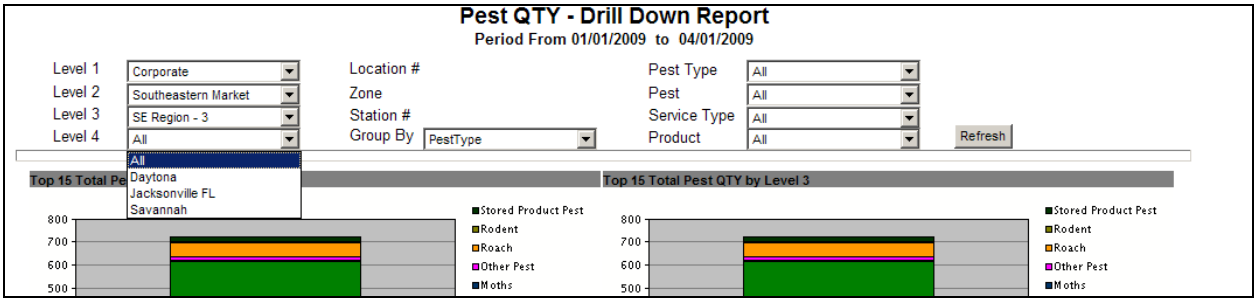
3. Click the Level 3 dropdown box and select from the list.



4. Click the Refresh button. The dashboard report reflects the service data from the selected Level 3.

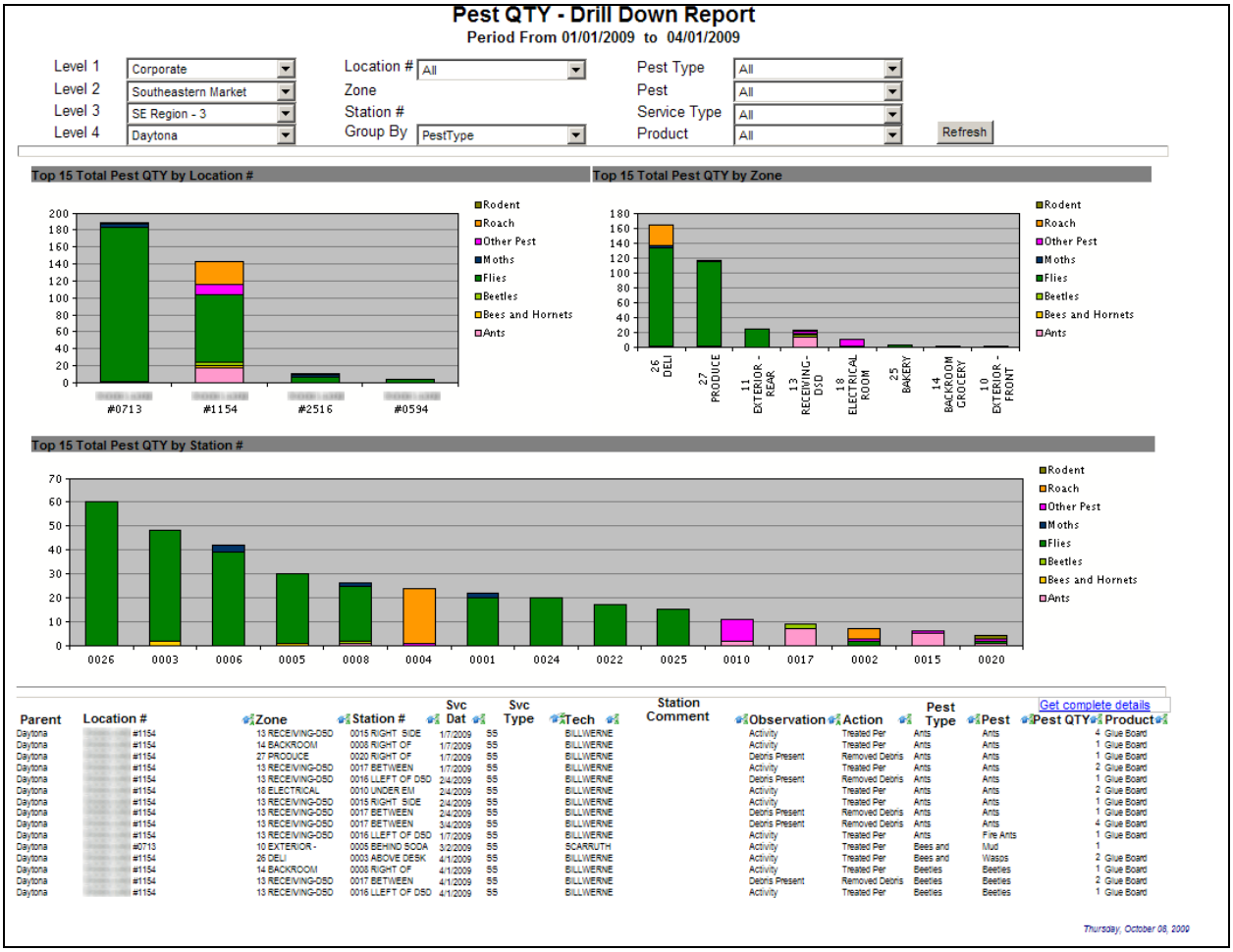


5. Click the Level 4 dropdown box and select from the list.

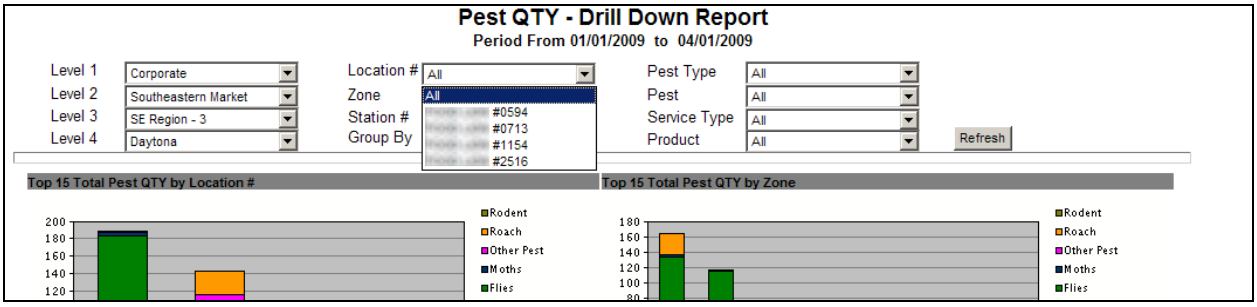


6. Click the Refresh button. Since this is the lowest level in the Customer's 4- level hierarchy, a new dashboard screen appears with charts for location, zone, and station reflecting the service data from the selected Level 4.

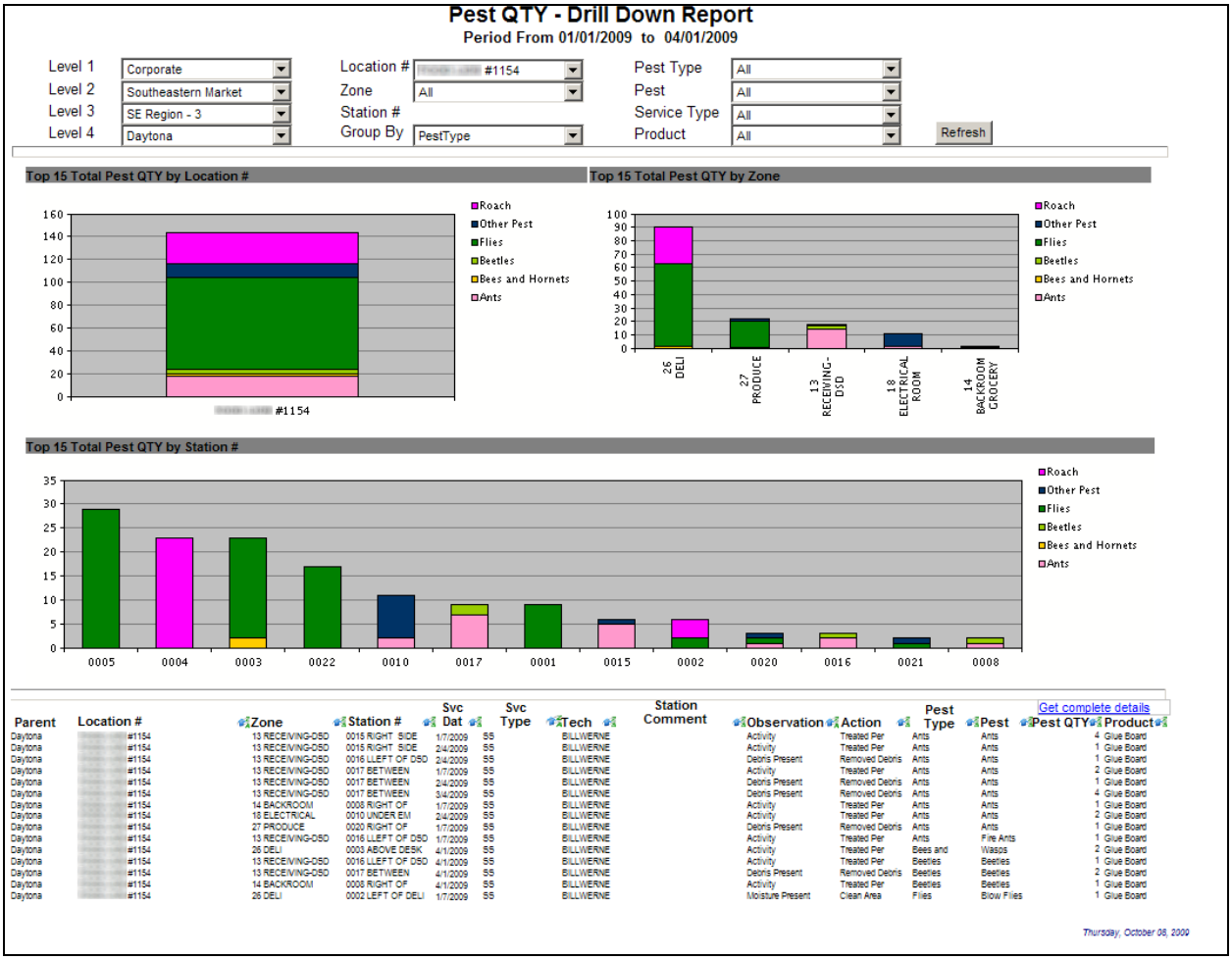
If the Customer does not have a hierarchy, this will be the only screen the report user will see.



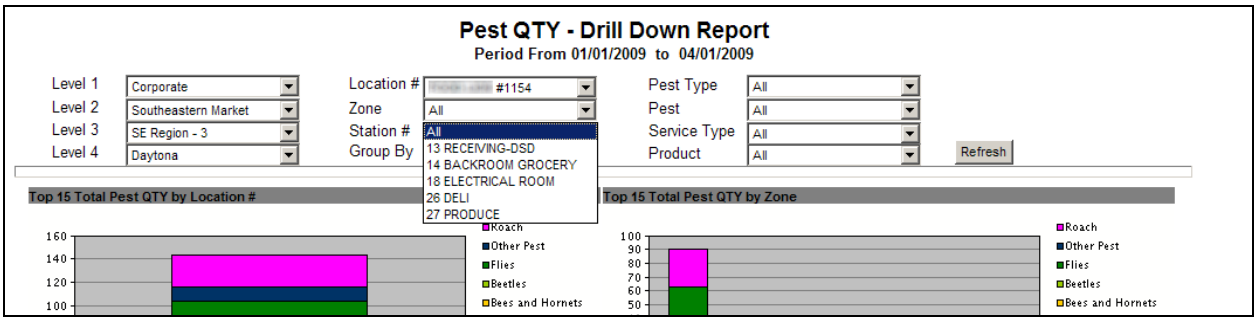
7. Click the Location # dropdown box and select a Location.



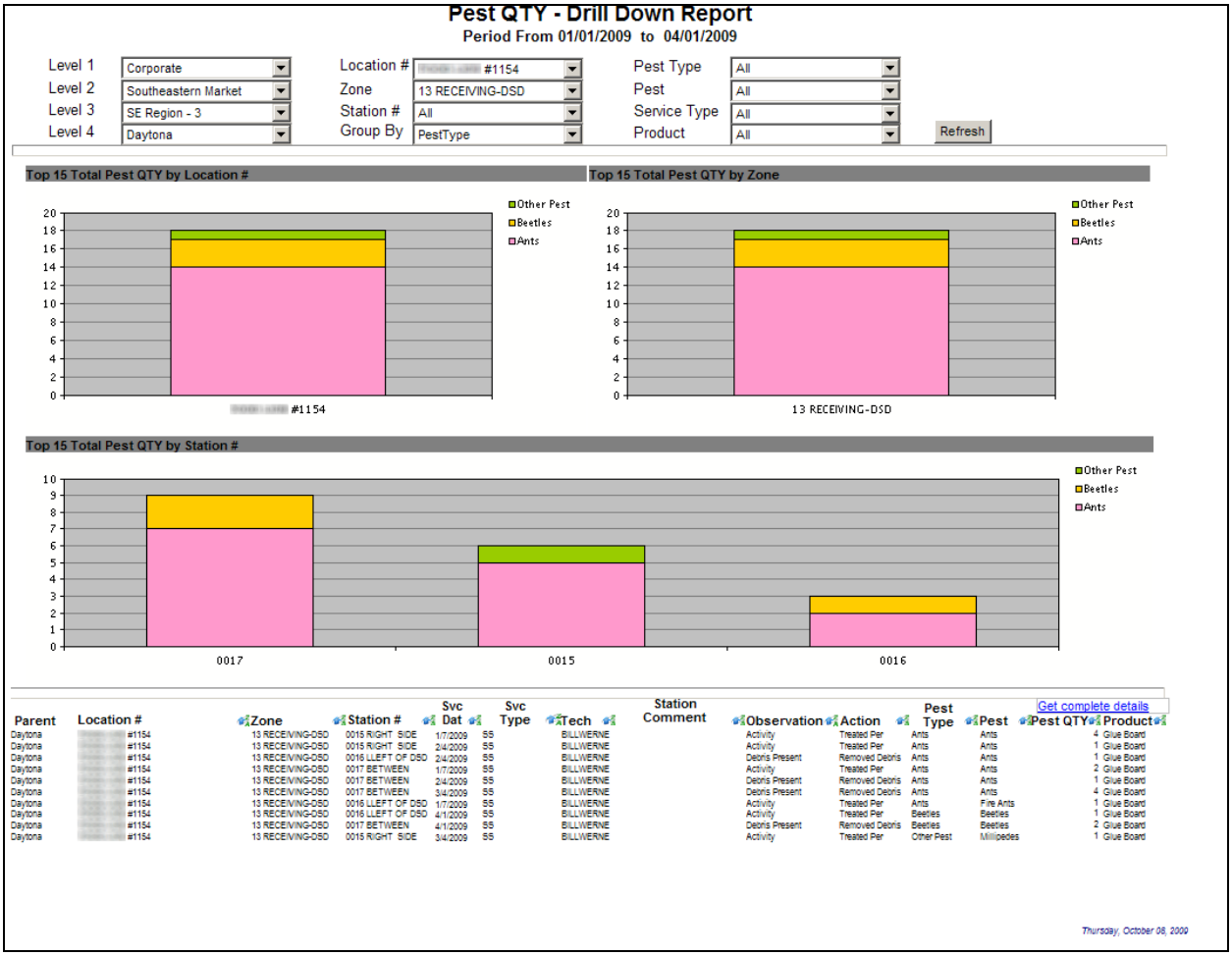
8. Click the Refresh button. The dashboard report reflects the service data from the selected Location.



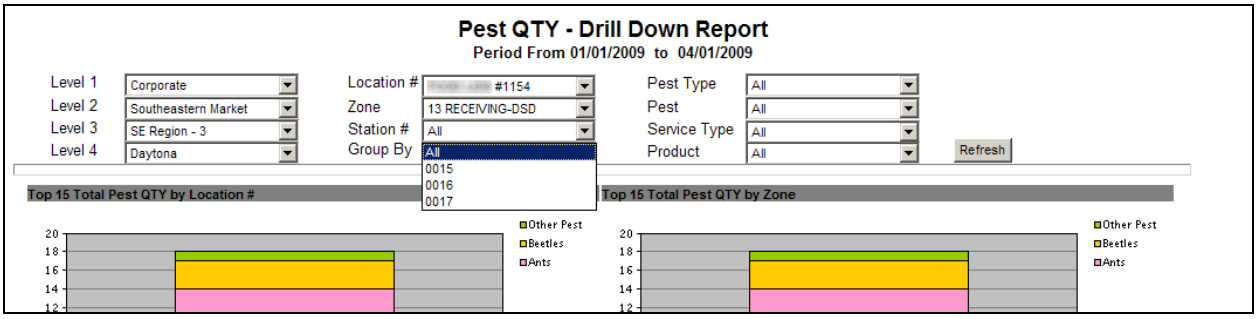
9. Click the Zone dropdown box and select a Zone.



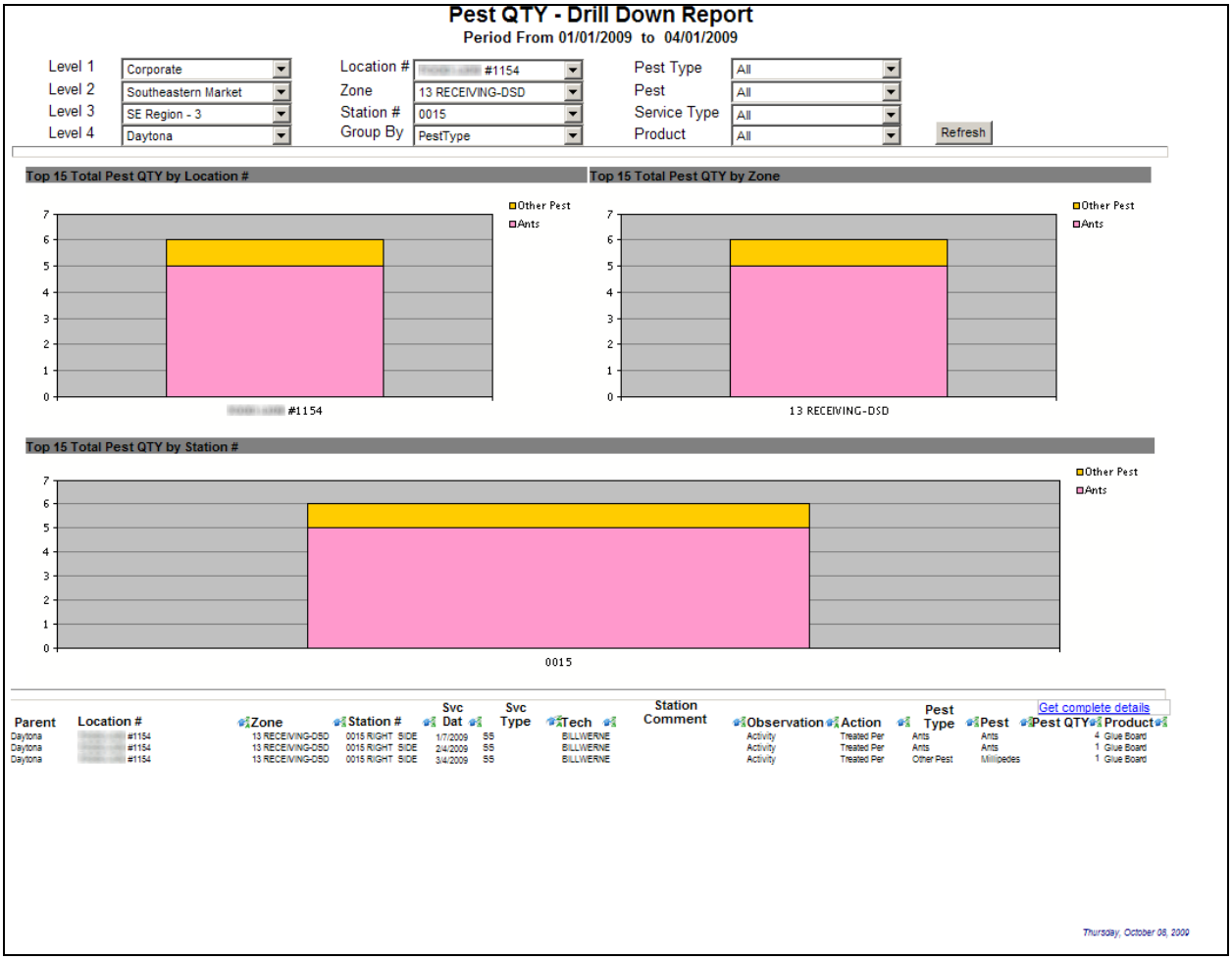
10. Click the Refresh button. The dashboard report reflects the service data from the selected Zone.



11. Click the Station # dropdown box and select a Station.



12. Click the Refresh button. The dashboard report reflects the service data from the selected Station.


Pest QTY - Drill Down Report
Period From 01/01/2009 to 04/01/2009
Level 1 Corporate
Level 2 Southeastern Market
Level 3 SE Region - 3
Level 4 Daytona
Location # #1154
Zone 13 RECEIVING-DSD
Station # 0015
Group By PestType
Pest Type All
Pest All
Service Type All
Product All
Refresh
Top 15 Total Pest QTY by Location #
Other Pest
Ants
#1154
Top 15 Total Pest QTY by Zone
13 RECEIVING-DSD
Top 15 Total Pest QTY by Station #
0015
Get complete details
Parent Location # Zone Station # Svc Dat Svc Type Tech Station Comment Observation Action Pest Type Pest Pest QTY Product
Daytona #1154 13 RECEIVING-DSD 0015 RIGHT SIDE 1/7/2009 55 BILLWERNE Activity Treated Per Ants Ants 4 Glue Board
Daytona #1154 13 RECEIVING-DSD 0015 RIGHT SIDE 2/4/2009 55 BILLWERNE Activity Treated Per Ants Ants 1 Glue Board
Daytona #1154 13 RECEIVING-DSD 0015 RIGHT SIDE 3/4/2009 55 BILLWERNE Activity Treated Per Other Pest Millipedes 1 Glue Board
Thursday, October 08, 2009

USING THE FILTERS:

The report user can also filter the data using available filters located at the top of the dashboard reports. Depending on the report, the user can filter by pest type, pest, service type, or product by selecting from the associated dropdowns and refreshing the report. The filters are always active.

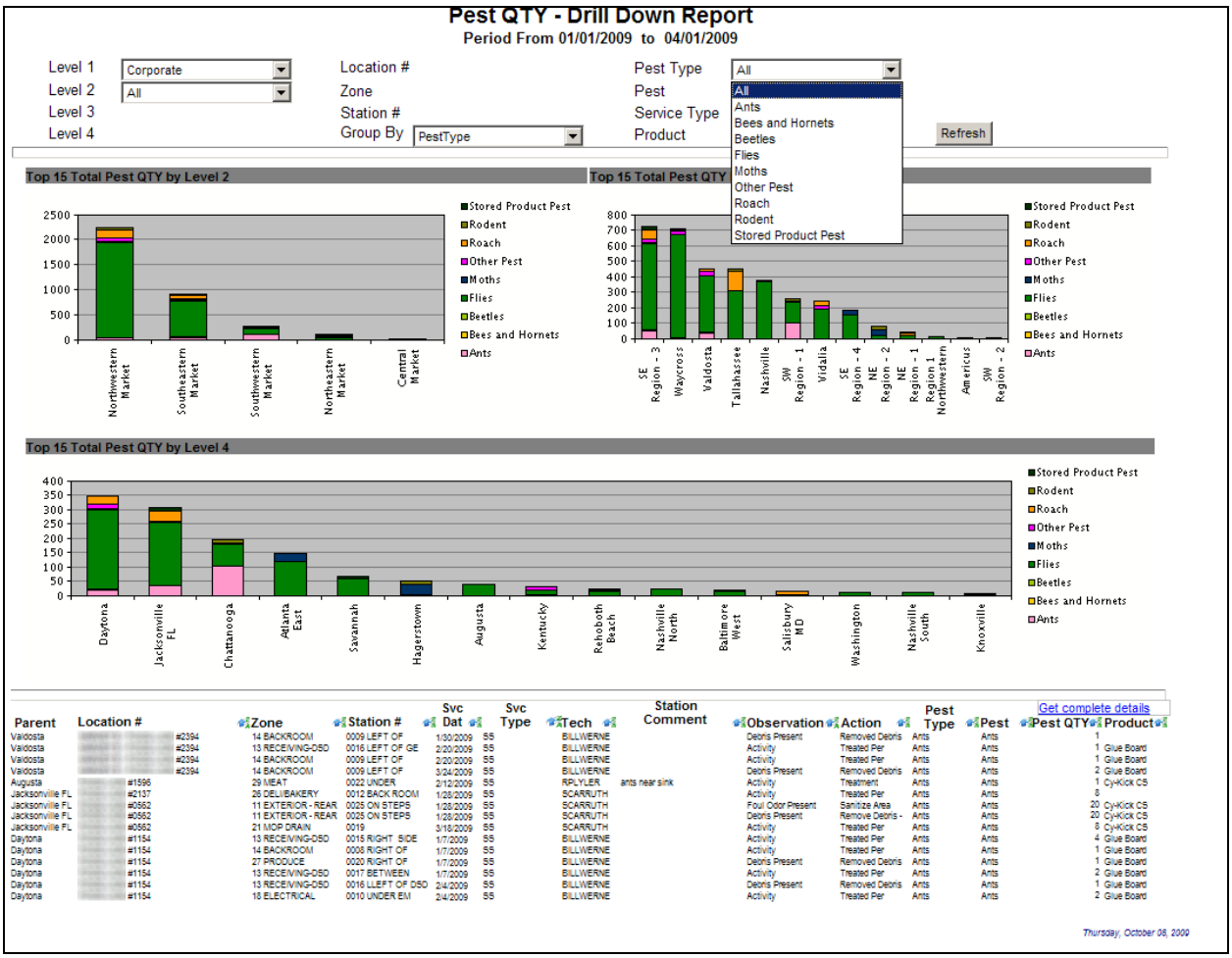
If more than one filter is used at a time, the values selected must exist together in a service record in order for that service record to be used by the report.

For example, if the report user selects Pest Type = Flies and Service Type = SS (Standard Service), then all the service records selected will have both Pest Type = Flies and Service Type = SS. If a report user selects Pest Type = Rodents and Pest = House flies, then no service records will be selected because the two values will never occur together in a single service record, and the report will be empty.

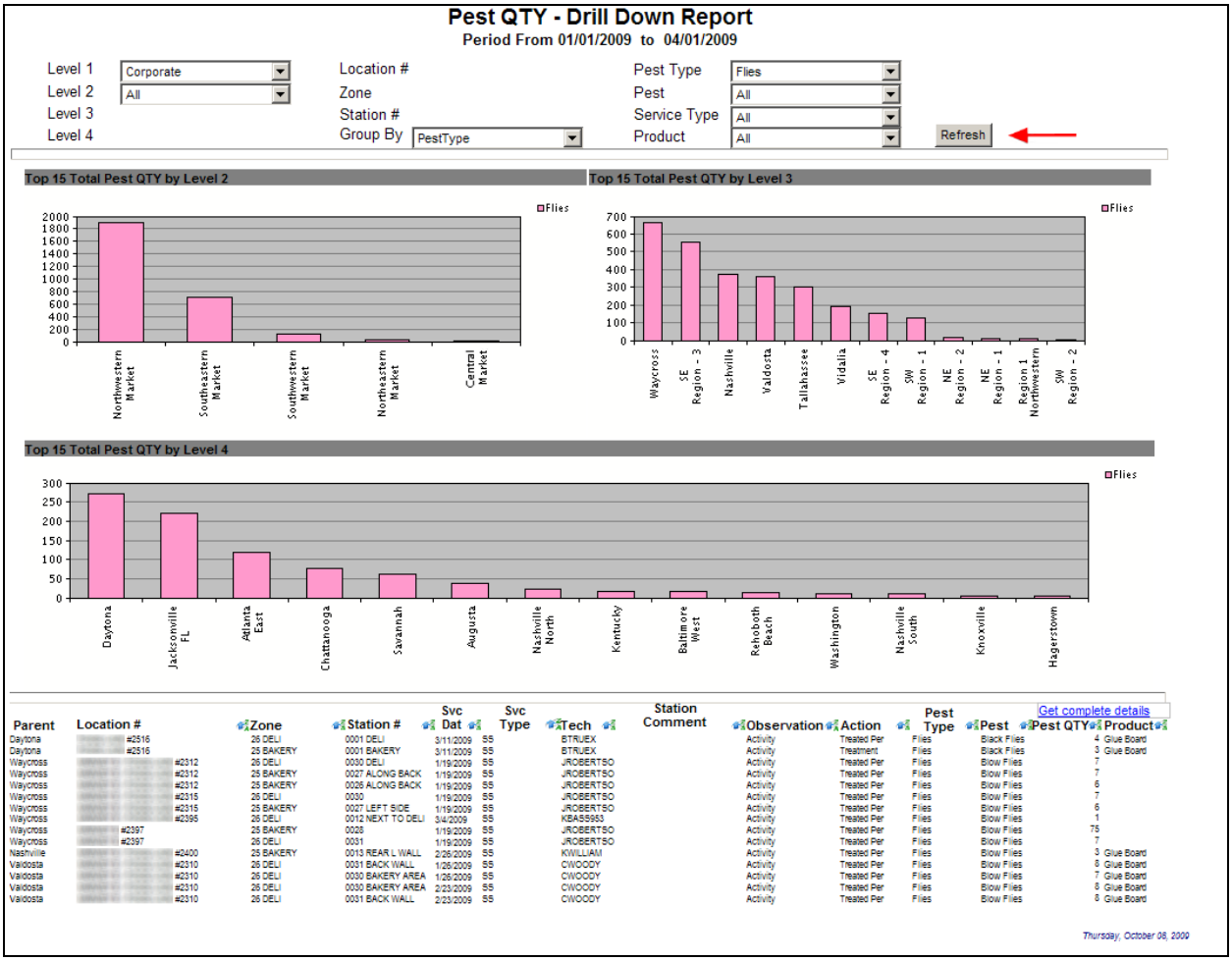
The following examples are from the **Drill Down Report**.

Steps

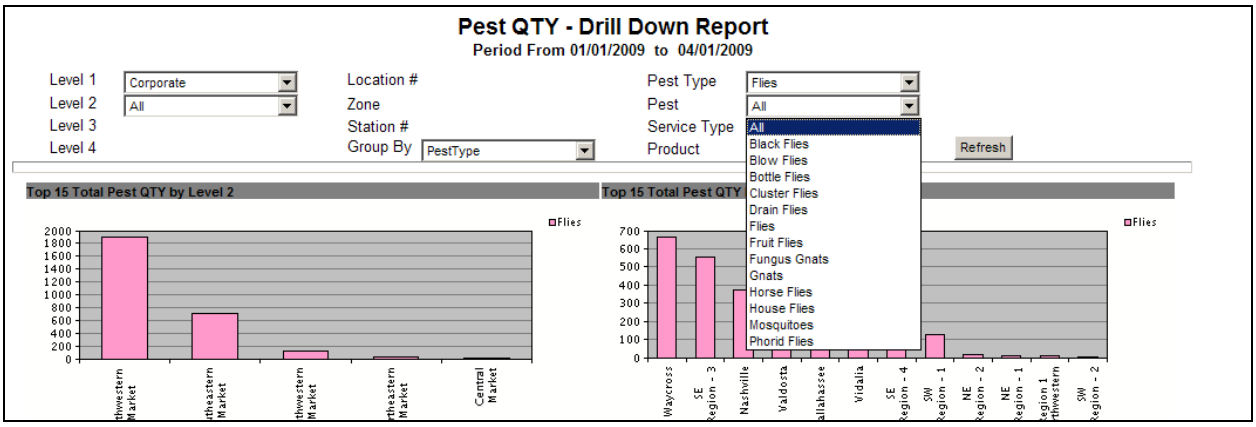
1. Click the Pest Type dropdown box and select from the list.



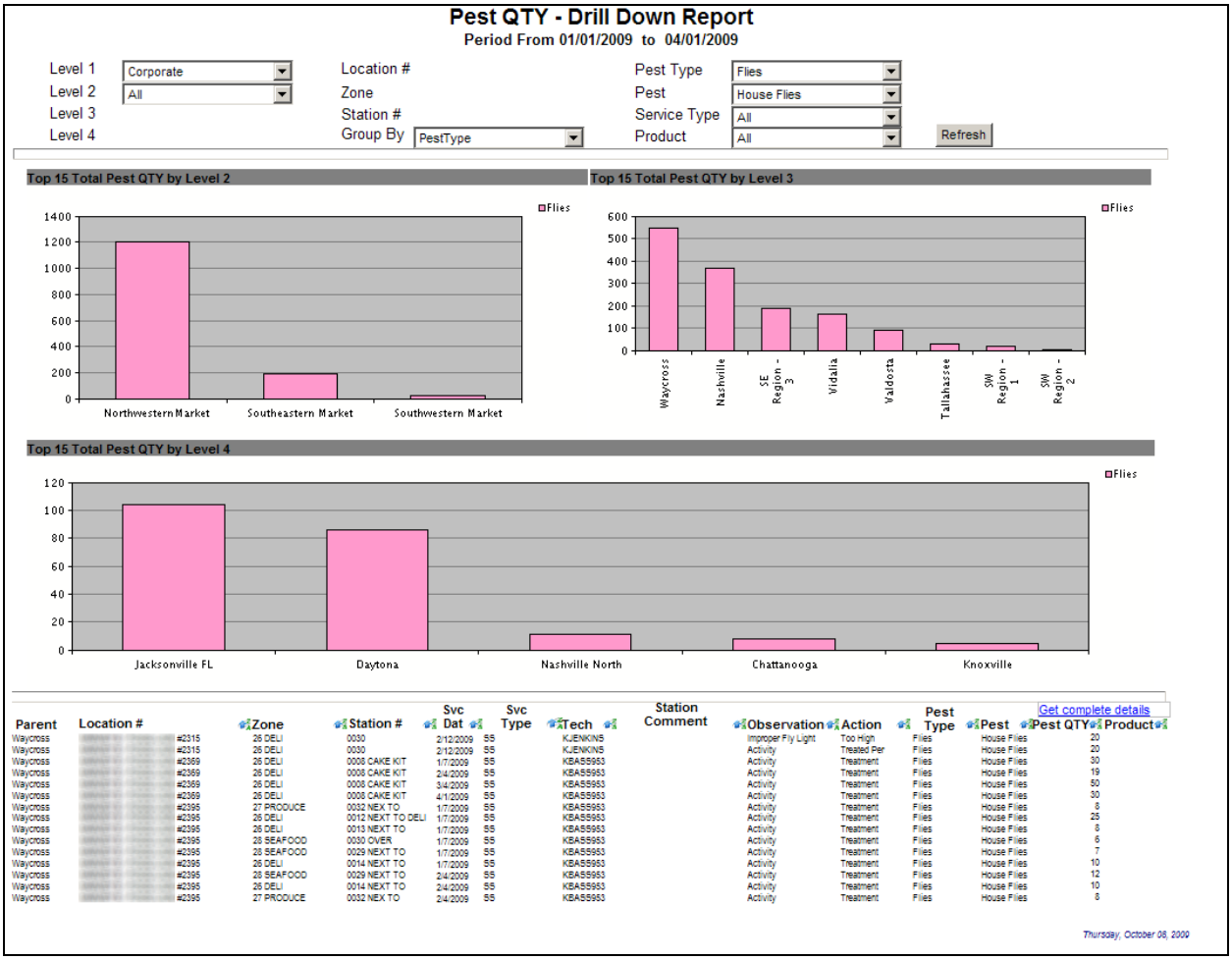
2. Click the Refresh button. The dashboard report reflects the service data with the selected pest type.



3. Click the Pest dropdown box and select from the list.

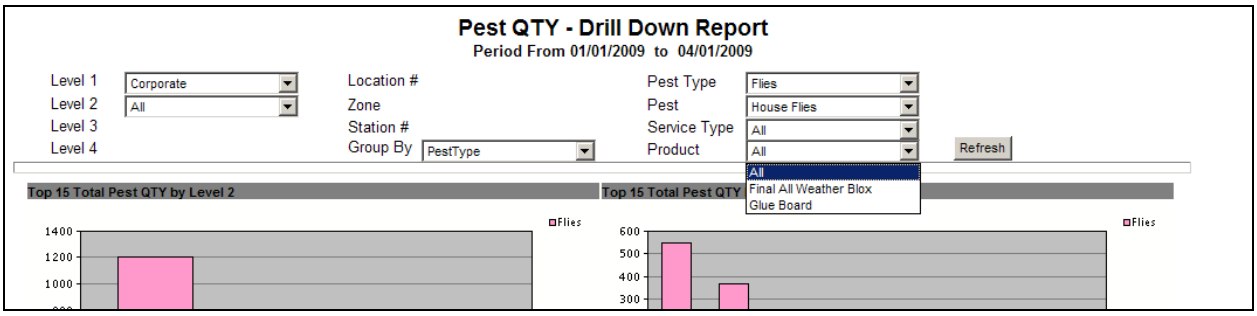


4. Click the Refresh button. The dashboard report reflects the service data with the selected pest.

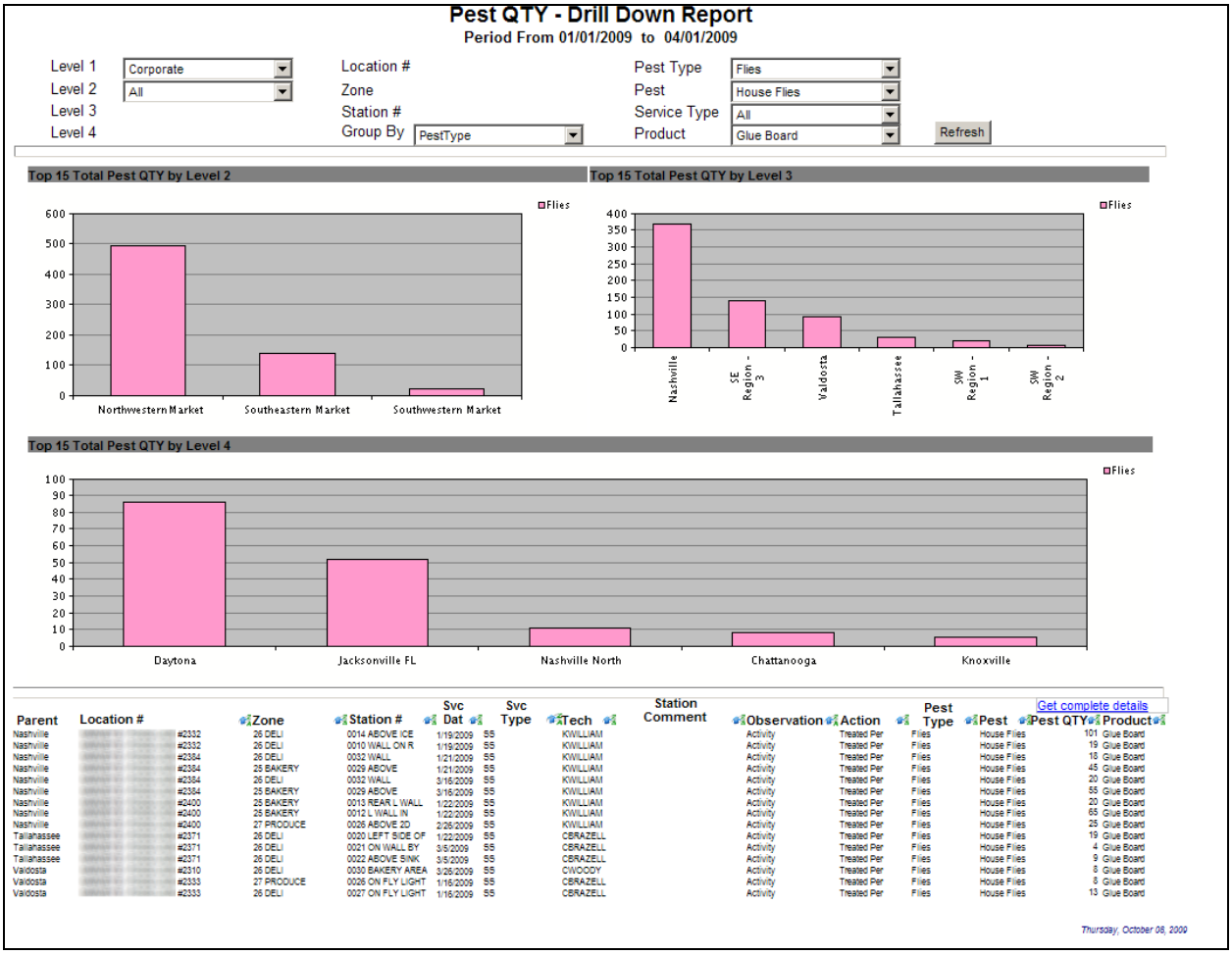


NOTE: If you wish to select from a list of pests associated with a pest type, select from the Pest Type dropdown first and click the Refresh button, then the Pest dropdown will reflect only those pests associated with the selected pest type. If you wish to select from a complete list of pests, bypass the Pest Type selection.

5. Click the Product dropdown box and select from the list.



6. Click the Refresh button. The dashboard report reflects the service data with both the selected pest and product.

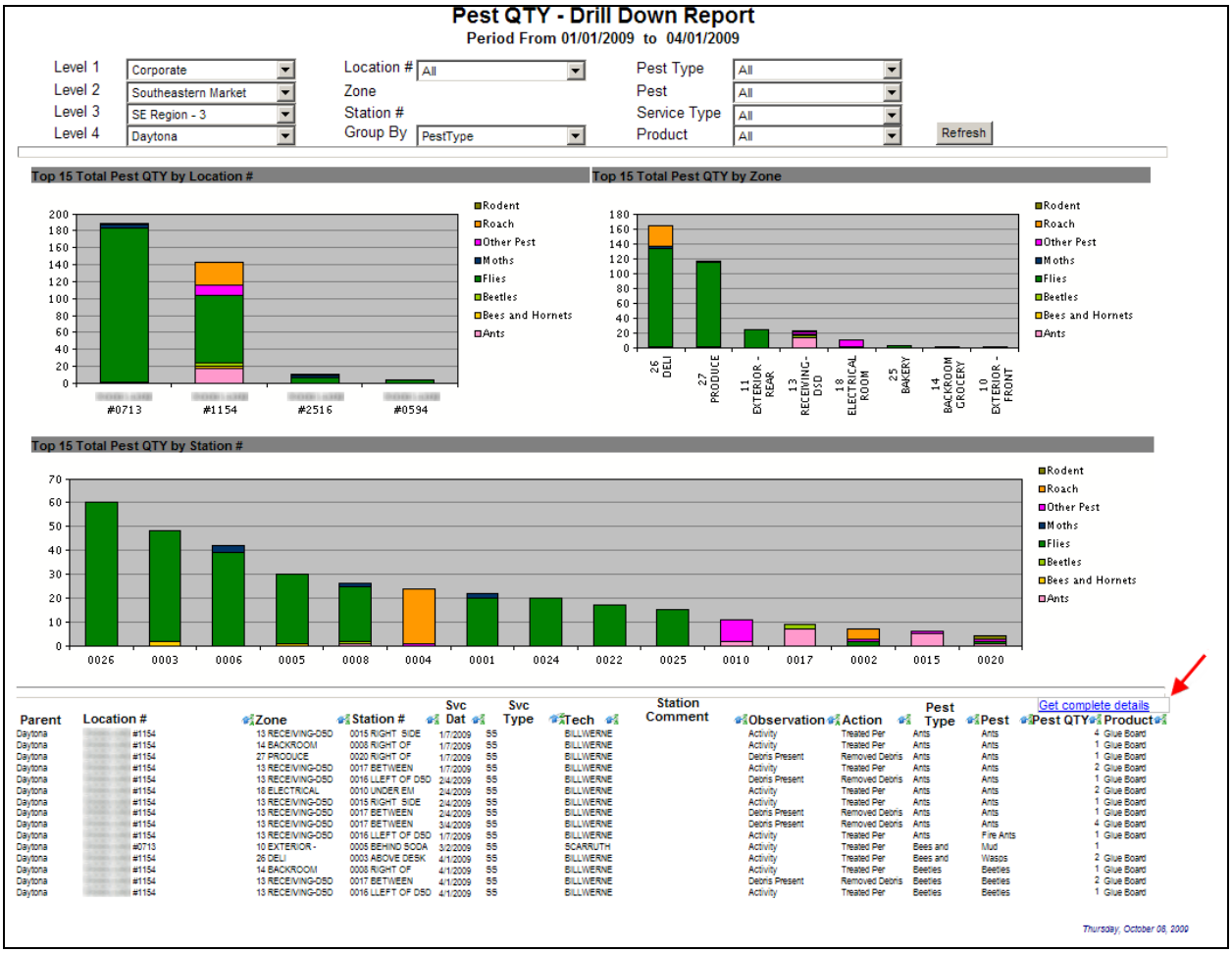


REPORTING FULL DETAIL:

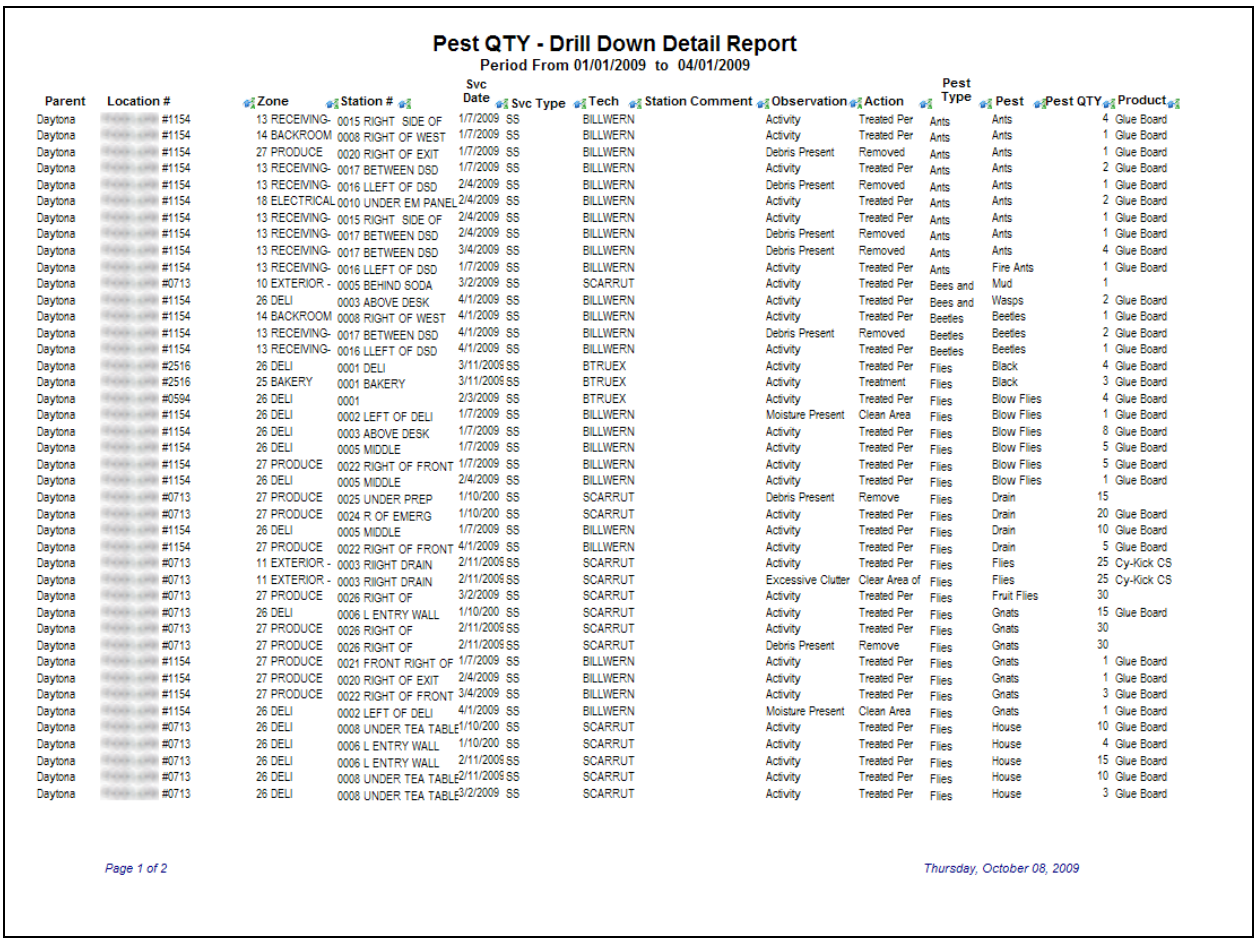
Each dashboard report has a detail section at the bottom of the page. The detail section lists the services performed governed by the selections made from the hierarchy parameters and filters. There is a maximum of 15 detail lines that can be reported on the dashboard page. To see all of the detail there is a hyperlink available that will display a new page(s) containing the complete list.

Steps

1. Click the Get complete details hyperlink in the detail section on the dashboard report.



2. The complete detail page is displayed.



Pest QTY - Drill Down Detail Report

Period From 01/01/2009 to 04/01/2009

Parent	Location #	Zone	Station #	Svc Date	Svc Type	Tech	Station Comment	Observation	Action	Pest Type	Pest	Pest QTY	Product
Daytona	[redacted] #1154	13 RECEIVING-	0015 RIGHT SIDE OF	1/7/2009	SS	BILLWERN		Activity	Treated Per	Ants	Ants	4	Glue Board
Daytona	[redacted] #1154	14 BACKROOM	0008 RIGHT OF WEST	1/7/2009	SS	BILLWERN		Activity	Treated Per	Ants	Ants	1	Glue Board
Daytona	[redacted] #1154	27 PRODUCE	0020 RIGHT OF EXIT	1/7/2009	SS	BILLWERN		Debris Present	Removed	Ants	Ants	1	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0017 BETWEEN DSD	1/7/2009	SS	BILLWERN		Activity	Treated Per	Ants	Ants	2	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0016 LLEFT OF DSD	2/4/2009	SS	BILLWERN		Debris Present	Removed	Ants	Ants	1	Glue Board
Daytona	[redacted] #1154	18 ELECTRICAL	0010 UNDER EM PANEL	2/4/2009	SS	BILLWERN		Activity	Treated Per	Ants	Ants	2	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0015 RIGHT SIDE OF	2/4/2009	SS	BILLWERN		Activity	Treated Per	Ants	Ants	1	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0017 BETWEEN DSD	2/4/2009	SS	BILLWERN		Debris Present	Removed	Ants	Ants	1	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0017 BETWEEN DSD	3/4/2009	SS	BILLWERN		Debris Present	Removed	Ants	Ants	4	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0016 LLEFT OF DSD	1/7/2009	SS	BILLWERN		Activity	Treated Per	Ants	Fire Ants	1	Glue Board
Daytona	[redacted] #0713	10 EXTERIOR -	0005 BEHIND SODA	3/2/2009	SS	SCARRUT		Activity	Treated Per	Bees and	Mud	1	
Daytona	[redacted] #1154	26 DELI	0003 ABOVE DESK	4/1/2009	SS	BILLWERN		Activity	Treated Per	Bees and	Wasps	2	Glue Board
Daytona	[redacted] #1154	14 BACKROOM	0008 RIGHT OF WEST	4/1/2009	SS	BILLWERN		Activity	Treated Per	Beetles	Beetles	1	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0017 BETWEEN DSD	4/1/2009	SS	BILLWERN		Debris Present	Removed	Beetles	Beetles	2	Glue Board
Daytona	[redacted] #1154	13 RECEIVING-	0016 LLEFT OF DSD	4/1/2009	SS	BILLWERN		Activity	Treated Per	Beetles	Beetles	1	Glue Board
Daytona	[redacted] #2516	26 DELI	0001 DELI	3/11/2009	SS	BTRUEX		Activity	Treated Per	Flies	Black	4	Glue Board
Daytona	[redacted] #2516	25 BAKERY	0001 BAKERY	3/11/2009	SS	BTRUEX		Activity	Treatment	Flies	Black	3	Glue Board
Daytona	[redacted] #0594	26 DELI	0001	2/3/2009	SS	BTRUEX		Activity	Treated Per	Flies	Blow Flies	4	Glue Board
Daytona	[redacted] #1154	26 DELI	0002 LEFT OF DELI	1/7/2009	SS	BILLWERN		Moisture Present	Clean Area	Flies	Blow Flies	1	Glue Board
Daytona	[redacted] #1154	26 DELI	0003 ABOVE DESK	1/7/2009	SS	BILLWERN		Activity	Treated Per	Flies	Blow Flies	8	Glue Board
Daytona	[redacted] #1154	26 DELI	0005 MIDDLE	1/7/2009	SS	BILLWERN		Activity	Treated Per	Flies	Blow Flies	5	Glue Board
Daytona	[redacted] #1154	27 PRODUCE	0022 RIGHT OF FRONT	1/7/2009	SS	BILLWERN		Activity	Treated Per	Flies	Blow Flies	5	Glue Board
Daytona	[redacted] #1154	26 DELI	0005 MIDDLE	2/4/2009	SS	BILLWERN		Activity	Treated Per	Flies	Blow Flies	1	Glue Board
Daytona	[redacted] #0713	27 PRODUCE	0025 UNDER PREP	1/10/200	SS	SCARRUT		Debris Present	Remove	Flies	Drain	15	
Daytona	[redacted] #0713	27 PRODUCE	0024 R OF EMERG	1/10/200	SS	SCARRUT		Activity	Treated Per	Flies	Drain	20	Glue Board
Daytona	[redacted] #1154	26 DELI	0005 MIDDLE	1/7/2009	SS	BILLWERN		Activity	Treated Per	Flies	Drain	10	Glue Board
Daytona	[redacted] #1154	27 PRODUCE	0022 RIGHT OF FRONT	4/1/2009	SS	BILLWERN		Activity	Treated Per	Flies	Drain	5	Glue Board
Daytona	[redacted] #0713	11 EXTERIOR -	0003 RIIGHT DRAIN	2/11/2009	SS	SCARRUT		Activity	Treated Per	Flies	Flies	25	Cy-Kick CS
Daytona	[redacted] #0713	11 EXTERIOR -	0003 RIIGHT DRAIN	2/11/2009	SS	SCARRUT		Excessive Clutter	Clear Area of	Flies	Flies	25	Cy-Kick CS
Daytona	[redacted] #0713	27 PRODUCE	0026 RIGHT OF	3/2/2009	SS	SCARRUT		Activity	Treated Per	Flies	Fruit Flies	30	
Daytona	[redacted] #0713	26 DELI	0006 L ENTRY WALL	1/10/200	SS	SCARRUT		Activity	Treated Per	Flies	Gnats	15	Glue Board
Daytona	[redacted] #0713	27 PRODUCE	0026 RIGHT OF	2/11/2009	SS	SCARRUT		Activity	Treated Per	Flies	Gnats	30	
Daytona	[redacted] #0713	27 PRODUCE	0026 RIGHT OF	2/11/2009	SS	SCARRUT		Debris Present	Remove	Flies	Gnats	30	
Daytona	[redacted] #1154	27 PRODUCE	0021 FRONT RIGHT OF	1/7/2009	SS	BILLWERN		Activity	Treated Per	Flies	Gnats	1	Glue Board
Daytona	[redacted] #1154	27 PRODUCE	0020 RIGHT OF EXIT	2/4/2009	SS	BILLWERN		Activity	Treated Per	Flies	Gnats	1	Glue Board
Daytona	[redacted] #1154	27 PRODUCE	0022 RIGHT OF FRONT	3/4/2009	SS	BILLWERN		Activity	Treated Per	Flies	Gnats	3	Glue Board
Daytona	[redacted] #1154	26 DELI	0002 LEFT OF DELI	4/1/2009	SS	BILLWERN		Moisture Present	Clean Area	Flies	Gnats	1	Glue Board
Daytona	[redacted] #0713	26 DELI	0008 UNDER TEA TABLE	1/10/200	SS	SCARRUT		Activity	Treated Per	Flies	House	10	Glue Board
Daytona	[redacted] #0713	26 DELI	0006 L ENTRY WALL	1/10/200	SS	SCARRUT		Activity	Treated Per	Flies	House	4	Glue Board
Daytona	[redacted] #0713	26 DELI	0006 L ENTRY WALL	2/11/2009	SS	SCARRUT		Activity	Treated Per	Flies	House	15	Glue Board
Daytona	[redacted] #0713	26 DELI	0008 UNDER TEA TABLE	2/11/2009	SS	SCARRUT		Activity	Treated Per	Flies	House	10	Glue Board
Daytona	[redacted] #0713	26 DELI	0008 UNDER TEA TABLE	3/2/2009	SS	SCARRUT		Activity	Treated Per	Flies	House	3	Glue Board

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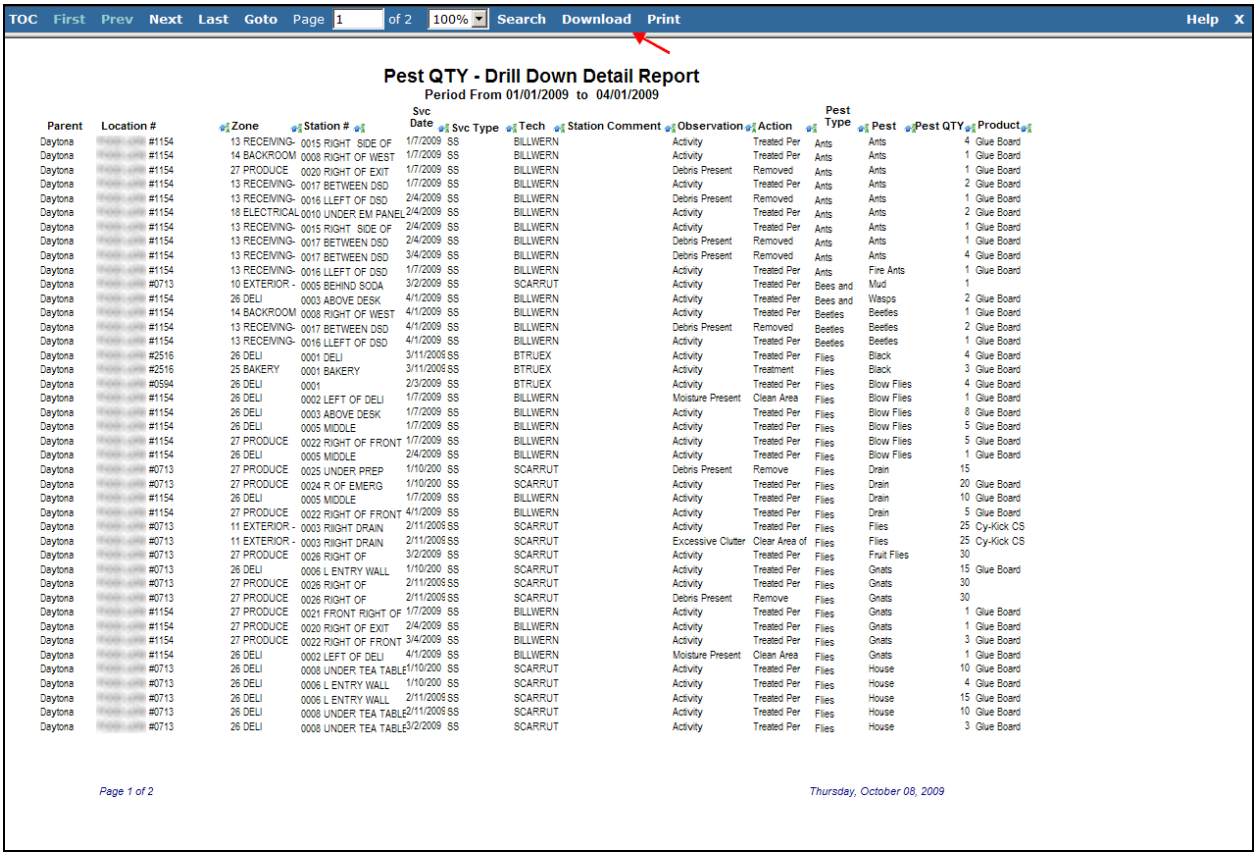
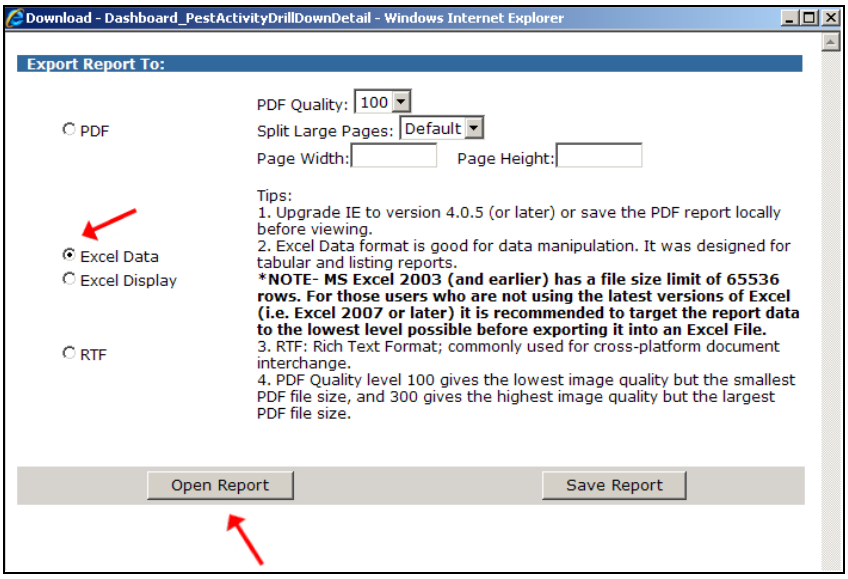
CREATING AN EXCEL FILE FROM THE DETAIL:

Steps

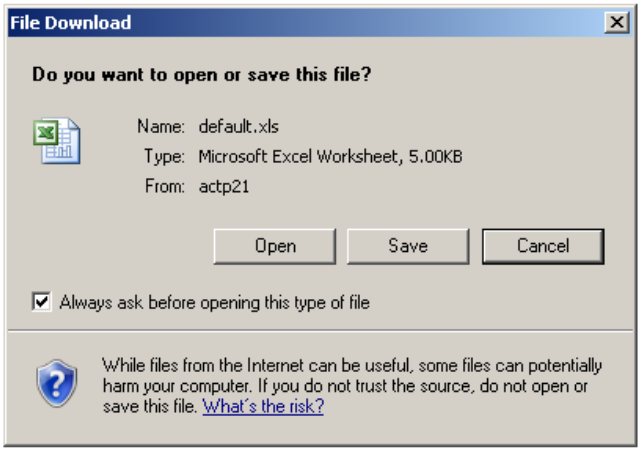
1. Click the Get complete details hyperlink in the detail section on the dashboard report. The complete detail page is displayed.


TOC First Prev Next Last Goto Page 1 of 2 100% Search Download Print Help X
Pest QTY - Drill Down Detail Report
Period From 01/01/2009 to 04/01/2009
Parent Location # Zone Station # Svc Date Svc Type Tech Station Comment Observation Action Pest Type Pest Pest QTY Product
Page 1 of 2
Thursday, October 08, 2009

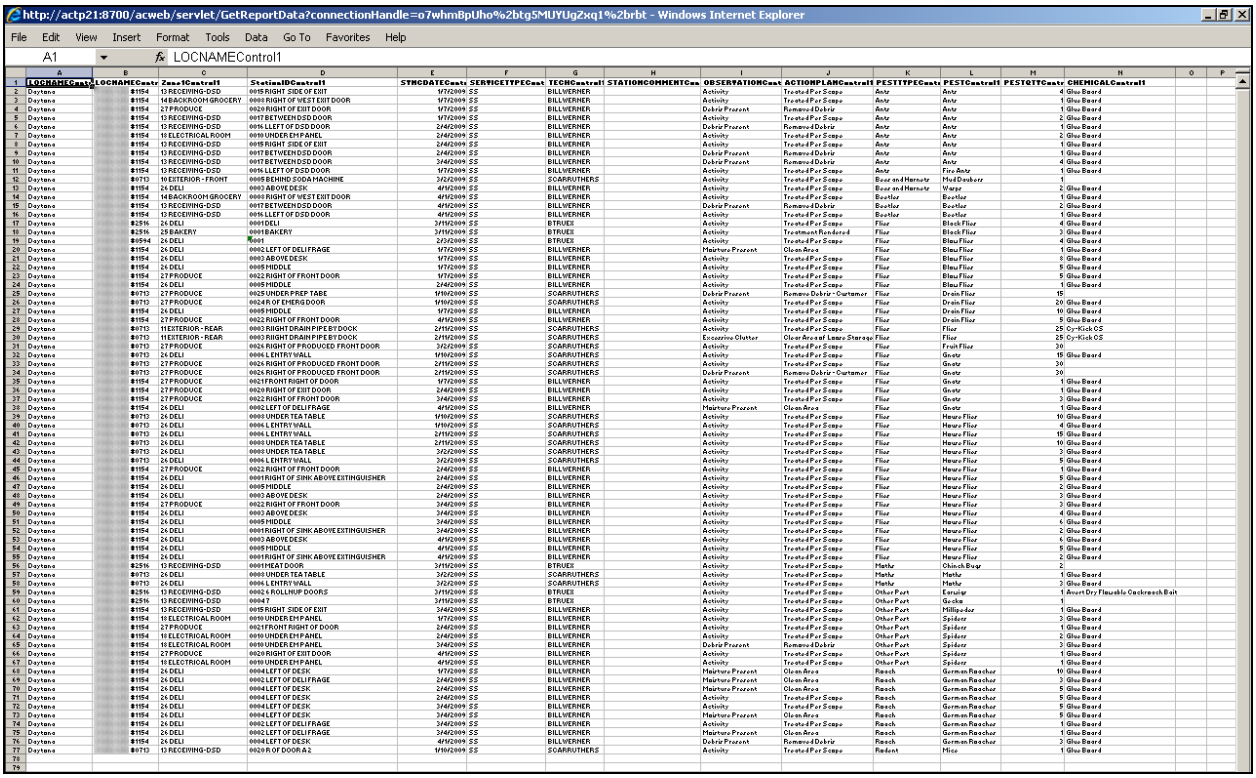
2. Click the "Download" option in the report viewer. The download option page appears in a new window.


Download - Dashboard_PestActivityDrillDownDetail - Windows Internet Explorer
Export Report To:
PDF
Excel Data
Excel Display
RTF
PDF Quality: 100
Split Large Pages: Default
Page Width:
Page Height:
Tips:
1. Upgrade IE to version 4.0.5 (or later) or save the PDF report locally before viewing.
2. Excel Data format is good for data manipulation. It was designed for tabular and listing reports.
*NOTE- MS Excel 2003 (and earlier) has a file size limit of 65536 rows. For those users who are not using the latest versions of Excel (i.e. Excel 2007 or later) it is recommended to target the report data to the lowest level possible before exporting it into an Excel File.
3. RTF: Rich Text Format; commonly used for cross-platform document interchange.
4. PDF Quality level 100 gives the lowest image quality but the smallest PDF file size, and 300 gives the highest image quality but the largest PDF file size.
Open Report
Save Report

3. Click the Excel Data option and the Open Report button. The following screen appears.


File Download
Do you want to open or save this file?
Name: default.xls
Type: Microsoft Excel Worksheet, 5.00KB
From: actp21
Open
Save
Cancel
Always ask before opening this type of file
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

4. Click Open. The Excel file appears in a new window.


http://actp21:8700/acweb/servlet/GetReportData?connectionHandle=o7whmBpUho%2btg5MUYUgZxq1%2brbt - Windows Internet Explorer
File Edit View Insert Format Tools Data Go To Favorites Help
A1
LOCNAMEControl1

The remaining sections in this chapter show the report parameters needed to run each dashboard report, and sample screenshots.

DRILL DOWN REPORT:

Parameters:

Customer Care > PowerTrak® Interactive Dashboard Reporting

STEP 1 Choose Customer

Acme Corporation

STEP 2 Select Date

From: 11/12/2009

To: 11/12/2009

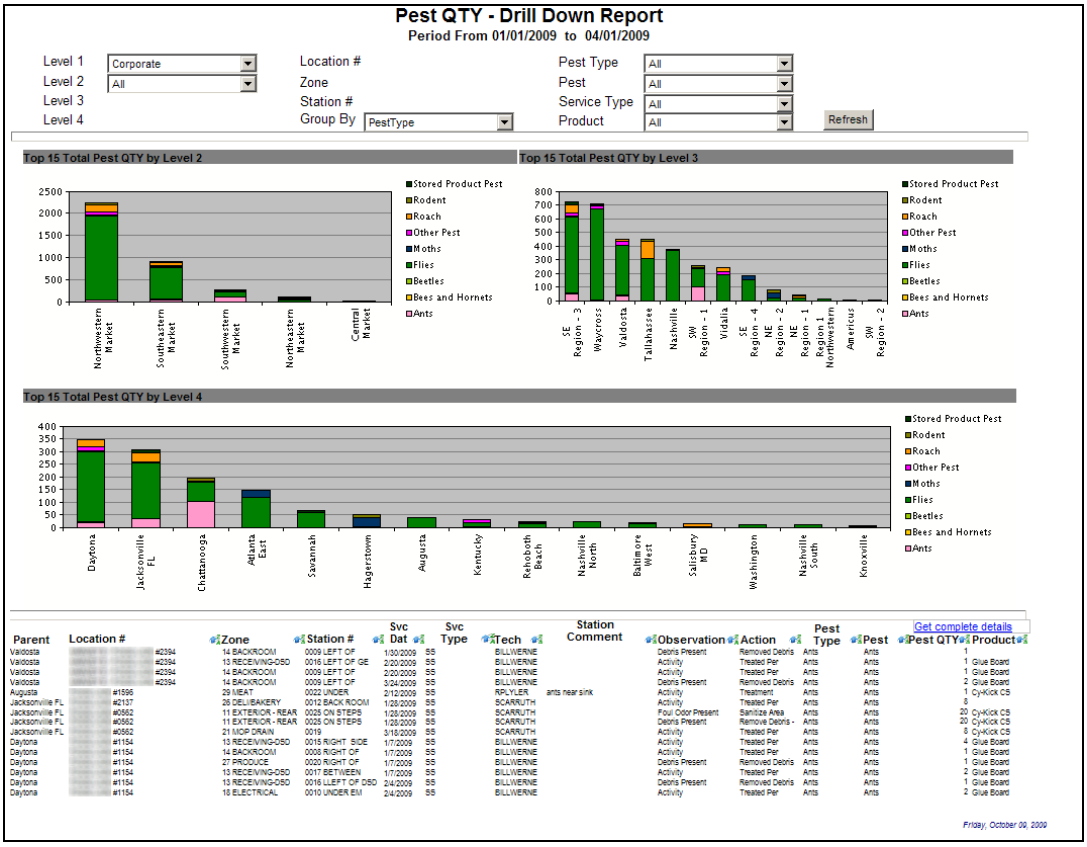
STEP 3 Select Your Report

Drill Down Report — Displays interactive charts and service detail for pest quantities.

SUBMIT

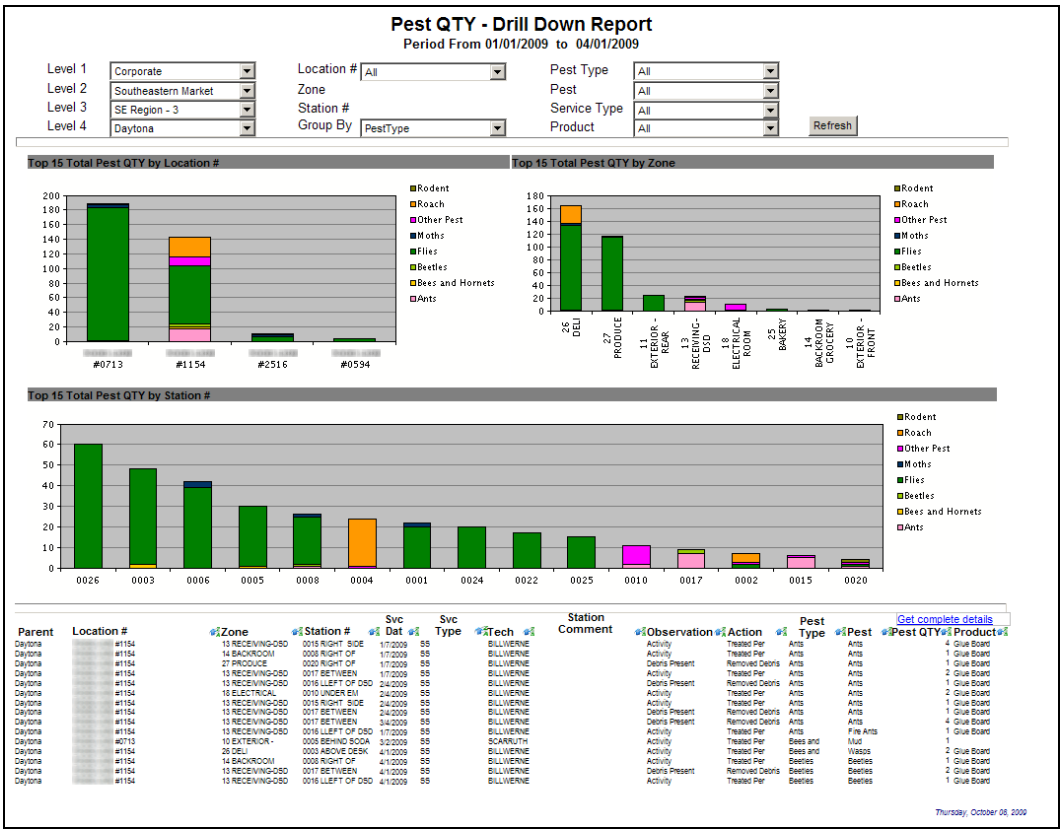
NOTE: Changes to the Customer Hierarchy are refreshed every hour for Dashboard reports. It is recommended that you wait an hour after making a hierarchy change before running any Dashboard report.

Drill Down Report – Hierarchy Page:



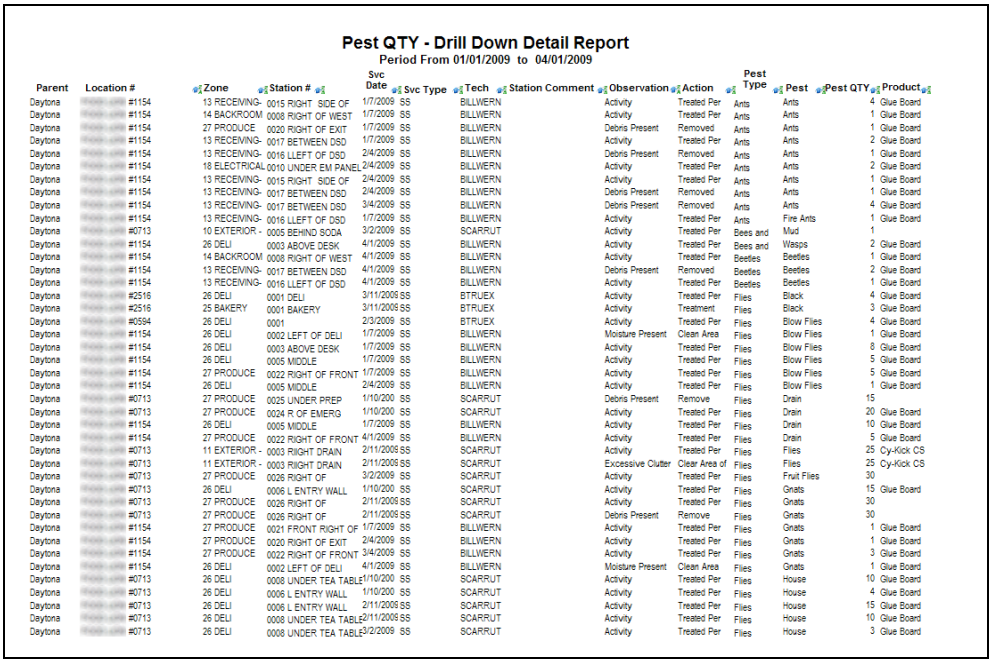
Drill Down Report – Location Page:

The Location page of the Drill Down Report appears when a selection is made on the Hierarchy page from the lowest level in the Customer's Hierarchy.



Drill Down Report – Complete Detail Page:

The Complete Detail page of the Drill Down Report appears when the Get complete details hyperlink is clicked.

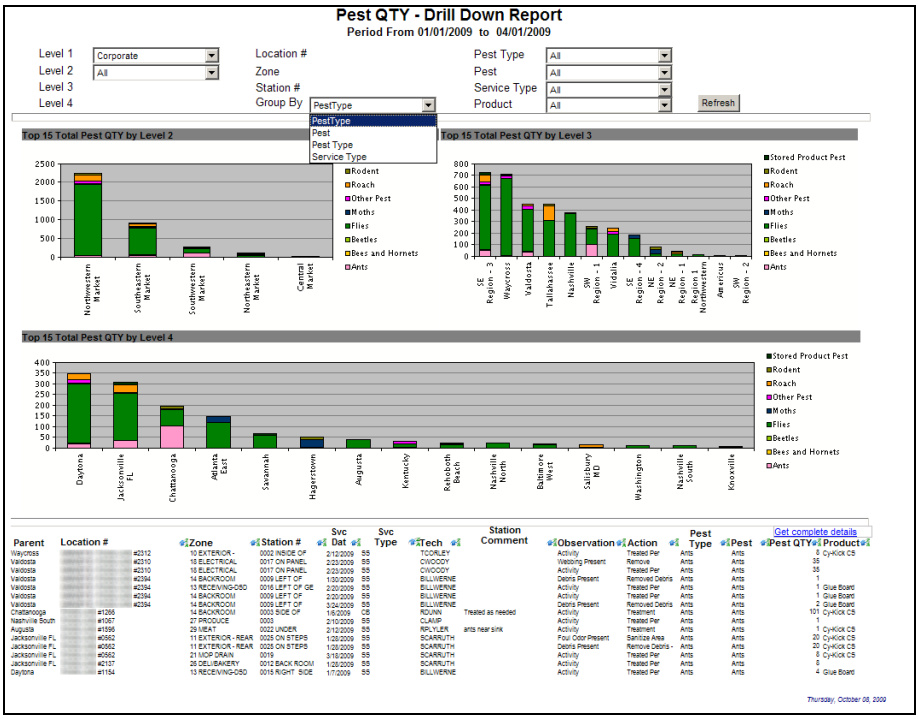


Drill Down Report – Group By:

The Drill Down Report charts are grouped by Pest Type by Default. The report user can change the grouping by using the Group By dropdown.

Steps

1. Click the Group By dropdown and select from the listing.



2. Click Refresh. The report charts are grouped by the selection.